
Terms and Conditions for "Same Day Hot Water Service or \$300 Off Guaranteed"

Eligibility:

- This offer is valid for residential and commercial customers within the service area of North Lakes Plumbing & Gas Co.
- The offer applies only to the repair of hot water systems, including electric, gas, solar and heat pump systems.
- If the existing hot water system is unable to be repaired, a temporary hot water tank can be installed given safe circumstances at the request of the client. A temporary tank is deemed a repair as it provides hot water to the given dwelling.
- The customer must contact North Lakes Plumbing & Gas Co. between 6am-8pm local time to be eligible for same-day service.

Service Area:

- The offer is only valid for customers located within a 30 km radius of North Lakes, QLD.
- Customers outside this radius may still receive service on the same day, but the \$300 discount guarantee will not apply if the service is not completed on the same day.

Exclusions:

- The offer does not apply to services requested where the technician deems the site unsuitable or during extreme weather events where safety is compromised.
- The offer is not valid for custom or complex installations/repairs that require additional parts or equipment that are not in stock.
- Jobs requiring council or other regulatory approval are excluded from the guarantee.

Booking Requirements:

- Customers must provide accurate and complete information regarding the service required at the time of booking.
- A representative from North Lakes Plumbing & Gas Co. must confirm the booking and service scope before the guarantee applies.

Conditions of Guarantee:

- If North Lakes Plumbing & Gas Co. fails to provide you with operating hot water in the form of a repair, replacement or temporary tank on the same day of the confirmed booking, the customer will be entitled to a \$300 discount on the total service cost.
- If the call is outside of business hours, a standard after hours call out charge will be applied, the repair process can then begin.
- The \$300 discount will be applied only to the service related to the hot water system installation or repair and cannot be combined with other promotions or discounts.

Service Completion:

- Same-day service is defined as the completion of the installation or repair by 11:59 PM local time on the day the booking was confirmed.
- In the event of unforeseen circumstances, such as equipment failure, supply chain issues, or other delays outside the control of North Lakes Plumbing & Gas Co., the \$300 discount will be applied if the service is not completed on the same day.

Payment Terms:

- The \$300 discount, if applicable, will be deducted from the final invoice provided to the customer upon service completion.

- Standard upfront payment terms apply, and the remaining balance must be settled in full upon receipt of the invoice.

Cancellation Policy:

If the customer cancels the service after confirmation, the offer will be void, and standard service rates will apply to any rescheduled appointments.

Modification of Terms:

North Lakes Plumbing & Gas Co. reserves the right to modify or terminate this offer at any time without prior notice. Any bookings confirmed before such changes will be honoured under the original terms and conditions.

Dispute Resolution:

Any disputes arising under these terms and conditions will be resolved in accordance with the laws of Queensland, Australia.