



## **Terms and Conditions for Discovery Call / Application with Prominent Builders**

By proceeding with your Discovery Call booking or application to work with Prominent Builders Pty Ltd, you agree to the following terms:

### **1. Purpose of the Call**

This call is a professional consultation designed to:

Learn about your goals, timeline, and project vision

Introduce you to the Prominent Build Process™

Determine if there is a mutual fit to proceed further

This call is not a quote or formal commitment. Any specific design, costing, or contractual discussions will occur at a later stage through structured engagement.

### **2. Respectful Engagement**

We value open, honest, and respectful communication. Aggressive, abusive, or inappropriate behaviour will result in the immediate termination of the call and may impact our willingness to work with you.

### **3. Client Responsibility**

You agree to provide truthful, accurate, and up-to-date information to the best of your ability.

Misrepresentation or withholding key information (e.g., timelines, budget, scope) may affect the relevance of our advice and our ability to help.

### **4. The Prominent Build Process™**

We work through a proven 5-step framework that ensures quality, communication, and clarity.

Engaging with us means aligning with this process, including how we quote, schedule, and deliver each phase. This protects both you and us from miscommunication or misaligned expectations.

### **5. Call Recording (Mid-Clause Placement)**

Calls may be recorded for training, internal documentation, and quality assurance purposes. These recordings are never shared with any third parties unless required by law. If you do not consent to the recording, you must notify us in writing prior to the call or verbally during the first minute.

If no objection is made, we will consider this as your consent to proceed with recording and use for internal reference.

### **6. Confidentiality & Data Security**

Any information you provide during the call is treated as confidential. We comply with Australian privacy standards and never share your personal or project details with third parties.

### **7. Intellectual Property & Content Ownership**

All tools, methods, language, documentation, and systems (including the Prominent Build Process™) remain the intellectual property of Prominent Builders Pty Ltd. You may not record, redistribute, or reuse our materials or processes without permission.

### **8. No Guarantees or Advice Liability**



Any advice given during the call is based solely on the information provided at the time and should be considered general in nature. We make no guarantees of cost, outcome, or timeframes unless later formalised in a signed agreement.

#### 9. Booking Terms & Changes

Please notify us at least 24 hours prior if you need to reschedule your call. We may reschedule or decline to proceed if the information provided appears incomplete or if we believe the fit is not right for either party.

#### 10. Next Steps Following the Call

If both parties agree that it's a good fit, we'll outline the recommended next steps, including potential paid consultations, design/pre-construction agreements, or formal quoting pathways. There is no obligation to proceed unless agreed upon mutually.

#### 11. Marketing & Social Proof (Optional Clause)

We may request feedback, testimonials, or project documentation for future marketing. This will always be optional and only used with your written permission.

By reading these, you confirm your agreement to these Terms and Conditions, including the possibility of call recording unless otherwise advised prior to or at the beginning of the call.