

Parkers Yellowmetal Pty Ltd t/a

Metal Work Perth

59 – 61 Division Street
WELSHPOOL WA 6106

Phone: +61 (08) 9258 4355

A.B.N : 86 610 271 577

Accounts Email: accounts@metalworkspertth.com.au



Bollard Service Call Out Rates Terms and Conditions

Parkers Yellowmetal Pty Ltd trading as **Metal Works Perth** provides Ramguard associated products and services.

Call Out Service Commitment

We commit to provide quality workmanship in a timely manner, with minimal disruption and, where practical, without the need to re-attend.

Our Request To You

The customer must provide unimpeded access, all necessary keys, site contact details, accurate information and be at the location the bollards are to be installed at the time we attend. If the customer fails to comply with its obligations contained herein the customer acknowledges and agrees it will be liable to pay any costs incurred including but not limited to additional labour and travel costs

Ramguard Bollards Call-Out Fees & Definitions

At the request of the customer and by appointment only, a Ramguard appointed technician will attend site to repair or service Ramguard supplied products or similar products supplied by others ("a Service Call-Out").

Standard Service Call-Outs are by scheduled appointment during normal business hours, at our convenience and a mutually agreed time.

The Standard Call-Out fee is \$145.00 (ex GST) and includes 30 minutes of travel time from our Welshpool Facility, the initial inspection and the first 10 minutes of labour. Thereafter, travel time and labour is charged at \$75.00 (ex GST) per 30 minute block.

Urgent Call-Outs, will be our earliest convenient time (usually within 12 hours, but not exceeding 24 hours of the initial contact) and at a mutually agreed time.

The Urgent Service Call-Out fee is \$290.00 (ex GST) and includes the initial inspection and the first 10 minutes of labour. In addition, travel time (to and from site) and labour is charged at \$75.00 (ex GST) per 30 minute block from our Welshpool Facility.

The Service Call-Out fee will only be charged for the initial visit. If the fault is unable to be rectified at the initial visit, further visits will be by agreement and associated costs will be estimated in advance.

All of our technicians carry a supply of parts, but on occasions further parts may be required and we will advise this as soon as practical.

Parts and consumables are not included in the Service Call-Out fee. These will be billed in addition to the labour charge and will be based on parts supplied and / or installed in order to perform the work covered under the Service Call-Out. All parts are supplied with a 12 month warranty on their repair or replacement if found to be faulty due to a manufacturing or installation fault.

Parkers Yellowmetal Pty Ltd t/a

Metal Work Perth

59 – 61 Division Street
WELSHPOOL WA 6106

Phone: +61 (08) 9258 4355

A.B.N : 86 610 271 577

Accounts Email: accounts@metalworkspertth.com.au



metal works
perth.com.au

Terms & Conditions

All appointments are confirmed at the time of booking. Upon confirmation of your booking, you are agreeing to our Terms & Conditions and should therefore be aware that you have entered into a binding contract, whether verbal or written.

Once we attend on site, the agreed Service Call-Out charge will therefore be incurred. Any broken appointment will still incur this charge unless the Ramguard office has been sufficiently notified, in advance of our technician attending

Payment terms for all service call out associated invoices will be COD, unless otherwise agreed in advance. All payments must state the invoice number as the reference and payment is to be made to **Metal Works Perth** (ABN 86 610 271 577), which is the operating entity under which Ramguard products are supplied and serviced.

Costs Estimates

Whether verbal or written, all service works costs are estimated and while every effort is made to provide an accurate quote. Costs may increase. Personnel attending site are unable to estimate costs for labour or parts used or inform if costs are going to increase over that estimated.

Site Call Out Details

Site Contact Name: _____ Mobile: _____
Email: _____ Site Company Name: _____
Site Company Address: _____

In brief, please describe the type of fault/defect and the item location;

Fault / Defect: _____
Location: _____

Company Billing Details

Company Name: _____ Phone: _____
Company Address: _____ Fax: _____
ABN: _____
Accounts Contact: _____ Accounts Email: _____

I / We _____ (print name), being an authorised officer of _____ (Company name) declare that I / We have received a copy of the Call-Out fees, terms and conditions, and have read and fully understood these fees, terms and conditions and agree to these fees, terms and conditions,

_____ **Signature** _____ **Date**