

Terms and Conditions

ForeverClean Aust. Pty. Ltd. is committed to providing you with professional quality & service.

ForeverClean Aust. Pty Ltd is committed to protecting our business and the individuals/or businesses who choose to engage our services under the Australian Consumer guidelines.

The ACL is a national, generic law which applies in the same way to all sectors and in all Australian jurisdictions. This means that all consumers in Australia enjoy the same rights and all businesses have the same obligations, irrespective of which state or territory they engaged in transactions.

The ACL covers general standards of business conduct, prohibits unfair trading practices, regulates specific types of business-to-consumer transactions, provides basic consumer guarantees for goods and services, and regulates the safety of consumer products and product-related services.

ForeverClean Aust. operates a website, incorporating an online booking system. All information contain on/within the website is the property of ForeverClean Aust. Online booking system has been created by ForeverClean Aust. and is the property of ForeverClean Aust.

Clients/customers/users have the ability to book an appointment through the website. A worker, employed by ForeverClean Aust. will attend to clients/customers/users site address to perform Clients/customers/users requested tasks. Primary tasks of employees of ForeverClean Aust. is to perform gutter cleans, install gutter guard, install guttering.

Documentation, photos, tools and products have been created, developed and designed by ForeverClean Aust. and are not to be used, implemented or created without the permission of ForeverClean Aust.

Logos and icons have been created by ForeverClean Aust. and are not to be used without permission from ForeverClean Aust.

This document has been created by ForeverClean Aust. ForeverClean Aust. reserves the right to change/update/amend this document at any given time, without given notice.

Bookings:

ForeverClean Australia allows you to make a booking through the website. By making a booking you understand that the final cost to clean your gutters is determined by the length of time taken to remove the debris from your gutters & at what height our workers are performing their task.

Bookings can be cancelled up to 24hrs before the scheduled appointment.

Bookings can be rescheduled, up to 24hrs before the scheduled appointment.

Should you cancel a booking on the date of the appointment, you understand that you will be charged the maximum amount, relative to your gutter heights.

Workers are equipped with all necessary equipment to perform their gutter cleans, remove tree branches, clean solar/skylight panels & apply Lichen treatment on the day.

Should your gutter clean take longer than the allocated time you have chosen. You understand that you will be required to make another booking to have the rest of your gutters cleaned.

Workers are permitted to spend a maximum of 8 hours total performing their cleans. Should your clean take longer than 8 hours total, you will have the option of a worker continuing their work, at a rate of 1.5 times the hourly rate, or to make another booking.

Communication:

ForeverClean Aust. aims to provide you with clear & concise communication regarding our services & how we carry out our services. If communication presented is unclear or terms used are not understood, ensure that clear explanations are presented and that you understand the communication that is being presented.

Forms of Communication:

Forever Clean utilises the use of emails, text messages, diagrams, photos & verbal communication; either via internet/telephone or in person. If the communication presented is unclear or terms used are not understood, please ensure that clear explanations are presented and that you understand the communication that is being presented.

Where possible, Forever Clean will provide written/printed documentation to inform you.

If written/printed documentations has been provided outlining services/pricing of ForeverClean Aust. it is understood that clients/customers/users have read the documentation provided and understand the information contained within.

If clients/customers/users choose to claim that written/printed documentation has not been provided, copies of emails/text messages will be provided.

Any additional costs to provide proof/evidence that written/printed documentation has been presented will be incurred by the client/customer/user who has stated that written/printed documentation has/was not delivered, either by email/text.

Terms:

Terms used to educate about our business and work practices are not open to interpretation. If you have been presented with information regarding our business and work practises and you choose to interpret the presented information as you see fit, ForeverClean Aust. has no obligation to move forward in regard to carrying out proposed work.

If documentation has been presented, said documentation will be explained & expanded to ensure that you understand the information provided. Should you choose make amendments/variations to plans/proposed works after works have proceeded, or whilst works are proceeding, additional costs will be added/incurred to the original quotation/estimate.

Services:

ForeverClean Aust. provides the following services;

Gutter Cleaning;

Supply/install Gutter Guard;

Supply/install Guttering;

Rooftop Tree Removal (RTR);

Solar Panel Cleaning;

Rooftop Lichen application

Solar Panel Protection.

For ForeverClean Aust. to carry out our services, safety of our workers takes priority.

All workers trained to access heights.

All workers instructed in the use of appropriate safety gear.

All workers instructed as to safe working practices.

Should workers need to install anchor points to ensure workers safety, clients/customers/users will be instructed that anchor points are to be installed.

All workers educated as to the operating/limitations of anchor points. Anchor Points not to be used by any individuals/parties/unless other unless educated/instructed/trained by ForeverClean Aust.

Should a client/customer/user wish to communicate with a worker whilst they are performing their duties. Inform worker that communication is required. Worker will ascend to ground to engage in communication.

Extended communication will not be entered into.

Should a client/customer/user seek to engage in extended communication, worker will ascend to ground, where safe discussions can take place. Any time taken to engage in communication forms part of the overall time taken to complete workers task.

Clients/customers/users are responsible for payment of workers time whilst engaging in verbal communication, should communication occur within the time period of a worker performing their duties.

Work Practices

Safety first, a dangerous job, working at heights on a pitched roof where trip hazards are numerous and the surface can be treacherous due to liquids, lichens & dirt.

We educate our workers to perform thorough cleans & installations, whilst maintaining safe work practices.

If we encounter an area of your roof that is treacherous to access, you will be informed and offered an alternate solution.

Pricing

Gutters Cleans are calculated at an hourly rate.

The hourly rate is dependent upon the height we are working at.

There is an administration fee for each individual booking

These prices are subject to change. ForeverClean Australia reserves the right to adjust our hourly rates & administration fee at any time. Please check our Gutter Clean Estimator regularly as any updates to pricing will be updated on the website.

Payment:

Payment can be made either by direct deposit from your bank account. An invoice will be sent to the email address that was entered into the booking form. Direct deposit details are contained within the invoice.

Payment can also be made by cash. For cash payments no invoice will be generated unless specified. If payment by cash is made and you wish for an invoice, GST will be added.

Non-Payment:

Should a gutter clean be performed, an invoice generated & sent, any failure of payment within the allocated time for payment, a reminder will be sent.

Should you fail to pay the reminder invoice, the invoice will then be sent to a legal department to follow up with payment.

Any additional legal costs incurred by ForeverClean Australia in regard to payment of completed works, will be incurred by the client/customer/Body Corporate individual who engaged the services of ForeverClean Australia

Copyright

All materials information, photos, designs presented on the website are protected by Copyright laws and are the intellectual property of ForeverClean Australia.

Any use of information/designs./plans/concepts by parties other than ForeverClean Australia, will be subject to breach of Copyright and ForeverClean Australia will seek to protect it's assets.

Any legal costs incurred to protect ForeverClean Australia's Intellectual Property, will be presented to the parties who have sought to benefit from the use of our Intellectual Property.

