

Terms and Conditions of Trade.

No one likes the small print.

While it might feel a bit time-consuming to read the fine print, we do believe it is the best way to manage expectations and avoid any surprises. Our terms of trade set out what we will deliver to you and what we expect from you. The last thing we want is a mismatch in understanding and a poor outcome for you, the homeowner.

We believe in providing great service and we take pride in our standards. The terms of trade below serve as the criteria for all of the work we carry out. These terms override any agreements made in person, over the telephone, or in any other communication.

When you ask **Bay Gas Limited** to carry out work on your behalf, you agree to uphold your obligations under these terms of trade.

If you have any questions, please contact us on our **office number 07 5444961 or email us info@baygas.co.nz**. If you are unhappy with the work we provide, or have any problems or comments, please let us know immediately. We will do our best to fix any problems right away. If you do not give us feedback or if you delay payment, it makes it difficult for us to put things right.

We take pride in what we do and would love for you to use us again and tell your friends. You can be sure that we want you to get the outcome you are after, as much - if not more- than you do.

You can contact us the following ways:

Office Number	07 5444961
Mobile Number	0274730540
Text	0274730540
Email	info@baygas.co.nz

Our Charges

Description	Charge
Technician-Tradesperson Domestic	\$21.50/unit
Technician-Tradesperson Commercial	24.50/unit
Technician-Tradesperson Industrial	\$27.50/unit \$110/hr. Quoted at \$98.00/hr.
After hours(time + half) and Public holiday rates (double time).	
Consultancy	As discussed,
Vehicle Charge Travel - VCTR	\$2.00/km includes technician labour rate, reduced while driving
Vehicle Charge Out of Service area -VC-OSA (> than 25km from 50A Fifteenth Ave, Tauranga.)	\$0.88/km (not including labour while travelling)
Service Charge	\$47.50
Call Out Fee - Urgent same day	\$67.50
Call Out Fee - After hours / weekends	\$120.00
Call Out Fee - Public Holiday	\$300.00
Plus, Materials and GST	15% GST
A deposit of 50 % on all quoted work following acceptance	
Overdue Invoice Charge	\$50.00
Monthly Compounding Interest Charge	2.5 %

After Hours Call Out Fee

We define our normal hours of business from 7.00am-5.00pm Monday to Friday. Work done outside of these hours is subject to an afterhours call out fee.

Call Out Fee

A call out fee is a one-off charge. We have to cover the cost of the administration for your job.

Vehicle Service Fee

This charge is used to cover the cost of running the vehicles.

Parking Permits/Tolls/Paid Parking

If in the course of undertaking work for you, we are required to pay for parking or any other vehicle travel costs, these will be passed on to you.

Additional Travel to the Job Site

If we take longer than 30 minutes to travel to your job, the cost of this additional travel time may be charged to you.

Additional Travel Back to Office/Workshop

In some circumstances, if your property is located outside of normal travel routes, you may be charged for the time it takes for the tradespeople to travel back to the office/workshop. If it is more than 30 minutes, you may be charged for the extra time it takes the tradespeople to reach their destination. We as a firm, believe that it is good practice to pay the tradespeople when they are travelling for more than 30 minutes. The exception to this is normal travel to and from home in peak motorway traffic. This condition usually applies to work outside of the city.

After Hours Work

If, in the course of a job, you ask us to do work which falls outside of normal working hours, we will have to charge you additional fees. If it has been arranged as a call-out, call-out fees will be applied. If not, additional fees will be applied to cover the overtime rates.

Cancellations/Rescheduling Appointments

- We are always happy to reschedule an appointment free of charge.
- If you need to cancel your appointment, please provide us with at least 24 hours' notice.
- A cancellation fee may apply to appointments that are not cancelled within 24 hours of your appointment.

Payment

- For call-out jobs and emergency jobs, payment is due when the work is complete, unless we have made other arrangements. If you have been sent an invoice, payment is due as per the payment date on the invoice.
- Once your job is complete, you will be sent a final invoice by email.
- Please let us know before work commences if you would prefer an invoice to be mailed to you, as our default communication is email.

Deposits

- Some jobs will require a deposit before work commences
- If a deposit invoice is sent and remains unpaid before the work commences, we reserve the right to halt work until payment is made. We also reserve the right to cancel the contract entirely, if payment is late or delayed.

Progress Invoices

- Progress invoices are claims for work done on site, before the entire job is completed. This covers labour and materials for work done to date. The cost of materials and the amount of time spent on your job will dictate whether you will be sent progress invoices.
- As part of our agreement, you accept to pay these progress invoices when they are due. You understand that you cannot withhold payment for any reason.
- If for any reason work has paused on your job, you can request an invoice to settle the account by calling the office.
- We reserve the right to stop work if progress payments have not been made.

Discounts

- Discounts applied to your account are administered at our discretion.

- Discounts may be revoked and the full amount may be charged to you if an invoice remains unpaid for more than **20 days** or any other agreed date.

Disputed Invoices

- If you need to discuss any aspect of payment, please contact us immediately.
- If you are dissatisfied with the invoice, it is your responsibility to contact us immediately.

Unpaid Accounts

1. If payment remains outstanding for over **20 days** from the invoice due date a late fee of **\$50.00** may be added to your account at our discretion.
2. We reserve the right to charge **2.5%** compounding interest on a monthly basis for overdue accounts.
3. Debt Collection costs may be added to invoices that remain outstanding for over **20 days** from the due date.

Warranty work performed

- I/we agree that the manufacturing company offering warranty on products, according to their policy, has the right to test and accept or decline the warranty. Therefore, should the warranty be declined, I/we agree to pay the charges of the repair. I/we will not attempt to pass this onto another party prior to completing the transaction ie payment to Bay Gas Limited.