

BOBCATS

LOCKSMITHS

ABN:

7768289751

Effective date:

30 June 2026

Review frequency:

12 months

Terms and Conditions of Service

These Terms & Conditions apply to all services provided by **Bobcats Locksmiths** ("we", "our", or "us"). By requesting or accepting our services, you agree to these terms.

Quotes and Pricing

- Quotes provided are estimates based on the information available at the time.
- If additional work or parts are required after attending the job, we will discuss any additional costs with you before proceeding where practical.
- Prices exclude GST where applicable unless otherwise stated.

Payment

- Payment is due upon completion of the job unless another arrangement has been agreed to in writing.
- We accept approved payment methods including EFTPOS, bank transfer, and cash.
- Late payments may incur recovery costs where permitted by law.

Emergency Call-Outs

Emergency and after-hours services may attract additional call-out fees. These charges will be advised where possible before attendance.

- **After-hours refers to services provided between 5pm and 8am on weekdays, as well as services provided at any time on weekends and NSW public holidays.**

Cancellations

If you need to cancel or reschedule an appointment, please provide as much notice as possible.

Proof of Ownership or Authority

For security reasons, we may require reasonable proof that you own, occupy, or are authorised to access the property before performing lock opening services.

If satisfactory proof cannot be provided, we reserve the right to refuse service.

Workmanship Warranty

We take pride in the quality of our work and customer satisfaction is our priority.

We provide a **12-month warranty on our workmanship** from the date of service, covering defects resulting from our installation or repair work.

This warranty does not cover:

- Normal wear and tear
- Misuse or neglect
- Vandalism or attempted break-ins
- Damage caused by third parties
- Existing faults unrelated to our work

Product Warranty

Locks, hardware, and other products supplied by us are covered by the manufacturer's warranty where applicable.

Manufacturer warranty claims are subject to the manufacturer's terms and conditions.

Limitation of Liability

While we take reasonable care in performing our services, we are not liable for:

- Pre-existing faults or damage
- Indirect or consequential loss
- Delays caused by circumstances beyond our reasonable control

Nothing in these Terms excludes any rights you have under the **Australian Consumer Law**.

Access to Property

Customers are responsible for ensuring safe and reasonable access to the work area.

If unexpected conditions prevent work from being completed safely, we may postpone or cancel the service.

Customer Responsibilities

Customers agree to:

- Provide accurate information about the job.
- Ensure any required permissions have been obtained.
- Advise us of any known issues that may affect the work.

Privacy

Any personal information collected during the course of providing our services will be handled in accordance with our Privacy Policy.

Changes to These Terms

We may update these Terms & Conditions from time to time. The latest version will always be available on our website.

Contact Us

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