

# Terms and Conditions

By engaging the services of Baby Clean & Safe/BabySafe Liverpool, you agree to be bound by the following Terms And Conditions.

## Item Safety

1.1 Before fitting or cleaning of a child restraint, we will conduct a safety check to ensure items are fit for use, according to the relevant Australian/New Zealand Standard 1754 Child Restraints for Use in Motor Vehicles, and will inform you right away if we believe the restraint is not fit for use, or unsafe in any way.

1.2 In any case where we have good reason to believe the restraint is not fit for purpose or unsafe in any way, we reserve the right to refuse fitting or cleaning of the restraint.

Note: Baby Clean & Safe, through our partner network of BabySafe Child Restraints, are authorised repair agents for most of the leading child restraint manufacturers and pleased to assist you in obtaining a quote for any repair work you may need. We can also assist in obtaining quotes for retro-fitting customer anchor points.

## Payment policy

2.1 Payment is due in full upon completion of work, unless by prior arrangement, which is entirely at the discretion of Management.

2.2 Under exceptional circumstances, we may request partial or full payment up front. Examples of such instances can include:

- a) If you have cancelled appointments with us previously without a reasonable (24 hour) notice period.
- b) 'Last minute' appointments (i.e. those booked less than 48 hours in advance) or those outside of core operating hours.
- c) For services in excess of \$350.00.

2.3 Accepted payment methods are EFTPOS, cash and direct deposit (details are provided on your invoice).

## Cancellation Policy

3.1. If you cancel your booking more than 24 hours before the job commences, there will be no charge.

3.2. If you cancel your booking less than 24 hours before your scheduled appointment, without rescheduling within 72 hours we reserve the right to charge a cancellation fee of up to 50% of the booking fee.

3.3 We understand that certain circumstances are beyond your control and may require you to cancel your appointment for good reason. In these cases we will do our very best to work with you and may, at our discretion choose not to charge a cancellation fee.

3.4 If you are a 'no show' to an appointment, or we are in anyway unable to provide a requested service such as a restraint fitting and we deem this to be your fault, clause 3.2 will apply. I.e. we may choose to charge you a cancellation fee.

## **Cleaning & Hire Stock**

4.1 In the event that Baby Clean & Safe/BabySafe Liverpool takes possession of a child restraint, pram, or similar such item we agree to indemnify you against damage, loss and theft. In any such circumstances we will attempt to repair your child restraint or replace it with a similar item. In circumstances where repair or replacement is not appropriate we may choose to offer you a monetary settlement.

4.2 In instances where you take possession of Baby Clean & Safe/BabySafe Liverpool's stock for loan or hire, you agree to indemnify us wholly as in Clause 4.1. I.e. if our stock is lost, stolen or damaged in anyway you will be liable for the cost of repair or replacement and if these aren't appropriate under the circumstances we may invoice you the cost of the goods at what we consider 'Fair Market Value'.

## **Satisfaction Guarantee**

5.1. While every effort is made to remove all marks and stains, occasionally, in a small number of items, some marks may remain. On rare occasions where we are unable to remove a stain or mark to your satisfaction, we will inform you openly and we may, at our discretion negotiate a fee reduction.

5.2 Should you have concerns that a child restraint fitting is unsafe or unsatisfactory, we will assess this on a case-by-case basis and look at your specific concerns. We will do our very best to remediate your concerns on a Good Faith basis. If we are unable to come to a mutually agreeable resolution we reserve the right to resolve the matter as we see fit. We may offer a fee reduction or we may recommend you take the restraint for fitting elsewhere at your own expense.

## **Completion Policy**

6.1 Our Express Clean, generally takes 3-5 business days, weather depending. A Deluxe Clean may take between 5-10 business days, weather depending.

6.2 Pram cleaning takes similar time to child restraints, depending on whether you choose an Express Clean or a Deluxe and the weather.

6.3 These timeframe are dependent on the weather as all items are air dried. Any delays will be communicated to you during the process.