

Terms and Conditions

By engaging the services of ViaCrucis Fitting & Consulting, you agree to be bound by the following Terms and Conditions:

Item Safety

- 1.1 Before fitting or adjusting a child restraint, we will conduct a safety check to ensure item(s) are fit for purpose, according to the relevant Australian standards and industry best-practice. We will inform you right away if we believe any restraint is not fit for purpose.
- 1.2 In any case where we have good reason to believe the restraint is not fit for purpose or unsafe, we reserve the right to refuse fitting of the restraint.

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. That is, once the restraint has been fitted, we will collect payment in full before leaving the premises.
- 2.2 In the case of cancellation, payment is due in full, within 48 hours of the invoice being issued.
- 2.3 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.
- 2.4 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 scheduled appointment, there will be no charge.
- 3.2. If you cancel your booking less than 24 hours before your scheduled appointment, without a good explanation, we reserve the right to charge a cancellation fee of the full expected appointment 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 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 the requested service (E.g. clause 1.2) and we deem this to be your fault, clause 3.2 will apply.

Cleaning & Hire Stock

- 4.1 In the event that ViaCrucis Fitting & Consulting takes possession of a child restraint, pram, or similar such item, we agree to indemnify you against damage, loss and theft, while the child restraint, or similar such item(s) are in our

possession. 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 ViaCrucis Fitting & Consulting'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 any way you will be liable for the cost of repair or replacement. 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 Should you have concerns that a child restraint fitting is unsafe or unsatisfactory, we will assess this on a case-by-case basis and attempt to resolve your specific concerns. If we are unable to come to a mutually agreeable resolution, we reserve the right to close the matter as 'resolved' at our own discretion. We may offer a fee reduction, or we may recommend you take your business elsewhere at your own expense.