



Terms and Conditions

1. Agreement to Terms:

By engaging in our services, the client agrees to abide by these terms and conditions.

2. Scope of Services:

PRS (Project Refresh Solutions) is a professional service aimed at assisting homeowners and businesses in preparing their properties for sale. We specialise in strategic improvements and aesthetically pleasing enhancements; helping our customers achieve higher resale values. PRS operates as a service provider, collaborating with licenced trades and general Labor services to fulfill the tasks specified in our quote. This approach allows us to harness the expertise of licence trades and general Labor services, ensuring a comprehensive and tailored completed job.

3. Pricing and Payment:

The pricing details will be specified in the quote presented. If the customer wishes to make changes to the quote (either an increase or decrease of services), PRS will issue a revised quote with a new quote number. To secure PRS services, a 50% payment is mandatory before scheduling. The remaining balance of the invoice is due within two days upon the completion of the agreed work.

4. GST (Goods and Services Tax):

Prices are listed exclusive of GST, but the GST will be included in the total payment amount.

5. Scheduling and Rescheduling:

PRS will schedule the job at a time convenient for the client. Whenever feasible, we will coordinate and schedule all the required work on the same days to minimise disruption for our clients. PRS retains the right to discuss an additional cost if rescheduling occurs within 48 hours of the job's intended start time.

6. Access to the Property:

PRS and subcontractors working on behalf of PRS are required to have access to the site agreed upon by the client.

7. Client Responsibilities:

Access to a safe and unobstructed worksite with available power and water is required.

8. Confidentiality and Privacy:

PRS will comply with the Privacy Act 1988 concerning all clients' personal information.

9. Insurance and Liability:

PRS and its subcontractors will have public liability insurance.

10. Changes to Services:

If there is any change to the services and the services are unable to be completed, the portion of the service will be deducted from the final payment request.

11. Quality Assurance:

All products and services are covered by a 30-day replacement quality assurance, unless previously specified.

12. Termination of Services:

The client has the option to terminate the service before the initial payment. In the event of termination after the first payment, the payment is not refundable.

13. Intellectual Property:

PRS makes no representation or warranty that the goods and services supplied, or the use of such goods and items made from the goods and services, either alone or in conjunction with other goods, will not infringe any intellectual property rights.

14. Governing Law and Dispute Resolution:

The relevant Australian state or territory governs the agreement.

15. Force Majeure:

In the event of a force majeure event, the affected party shall promptly notify the other party in writing of the occurrence and nature of the force majeure event and its impact on the affected party's ability to perform its obligations.

16. Acceptance of Terms:

By engaging in PRS services, the client accepts and agrees to these terms and conditions.

17. Subcontractors:

a. PRS shall remain ultimately responsible for the satisfactory performance of the overall project, including the work performed by subcontractors.

b. PRS shall ensure that any subcontractor receives necessary project information, plans, and specifications to complete the work.