

POLICIES & PROJECT INFORMATION

Customer Terms and Conditions

Effective 19 September 2026 | Flawless Epoxy Flooring | ABN 78 770 369 818

These terms become part of a project only when incorporated into an accepted written quote or contract. Project-specific documents prevail where they are more specific.

1. When these terms apply

These terms apply when they are incorporated into a written quote or contract issued by Flawless Epoxy Flooring. The accepted quote, agreed scope, specifications, drawings and written variations form the agreement. If documents conflict, the more specific project document prevails.

An online calculation or saved design is not a final contract unless it is identified as an approved quote, contains the agreed scope and price, and is accepted through the stated process.

2. Quotes and scope

- Quotes rely on the measurements, access, substrate condition, intended use and other information available at the time.
- Unless stated otherwise, work not expressly described is excluded. This may include moisture remediation, structural crack repair, hazardous material removal, moving contents, electrical work, drainage, major levelling or work by other trades.
- A quote remains open for the period stated in it. We may withdraw an unaccepted quote where a material error, product change or unavailable schedule is identified.

3. Site conditions and preparation

The customer must disclose known moisture, contamination, coatings, repairs, movement, flooding, chemicals, asbestos or other hazards. Coatings can reveal hidden defects or fail where moisture, contamination, movement or an unsuitable substrate was not reasonably detectable before work.

If unforeseen conditions require work outside the agreed scope, we will explain the issue and seek a written variation before proceeding where reasonably practicable.

4. Customer responsibilities

- Provide accurate information, lawful site access, safe working conditions, power and water where agreed, and remove vehicles, goods and other obstructions by the agreed time.
- Keep people, animals and vehicles away from the work area until we confirm access is permitted.
- Follow curing, ventilation, cleaning, maintenance and use instructions and promptly report any concern with photographs where possible.

5. Colours and finish

Digital images and small samples cannot reproduce every site condition. Lighting, slab colour, batch variation, hand broadcasting, aggregate, texture and topcoat can produce reasonable variation. Decorative floors are not expected to be mechanically uniform unless the written specification requires it.

6. Price, deposits and payments

Prices are in Australian dollars. GST treatment will be stated on the quote or invoice. The final contract price includes the agreed work, materials and applicable tax.

Where Queensland's standard maximum deposit guidance applies, the requested deposit will not exceed 20% for a contract price of \$3,300 or less, 10% for a contract price above \$3,300 and below \$20,000, or 5% for a contract price of \$20,000 or more. A lower deposit may be stated. Ordinary product purchasing does not increase these maximum percentages.

The balance and any lawful progress payments are due at the milestones and dates stated in the contract or invoice. We may pause work for overdue payment after giving any notice required by the agreement or law.

7. Variations

Changes to the area, product, colour, finish, preparation, access, timing or other scope may change the price and completion date. Variations should be recorded in writing and accepted before the varied work begins, subject to applicable law.

8. Scheduling and delays

Dates are arranged in good faith and may change because of weather, slab moisture, curing conditions, product availability, access, safety, other trades or events beyond reasonable control. We will communicate material changes and reschedule reasonably.

9. Completion, care and defects

At completion, the customer should identify any apparent concern promptly and allow reasonable access to inspect and, where appropriate, rectify it. Damage caused after completion by premature access, impact, dragging, hot tyres, chemicals, moisture, building movement, misuse or failure to follow care instructions is not an installation defect.

10. Consumer guarantees

Our services come with guarantees that cannot be excluded under the Australian Consumer Law, including that services will be provided with due care and skill, be fit for a disclosed purpose where the customer reasonably relies on us, and be supplied within a reasonable time where no time is fixed.

Nothing in these terms excludes, restricts or modifies a non-excludable right or remedy. Any additional written product or workmanship warranty operates alongside those rights and is subject to its stated scope and exclusions.

11. Cancellation and suspension

Your deposit is 100% refundable if your project does not proceed. We will call you to discuss any questions and confirm the work before going ahead. Contact us to arrange the refund; it is not automatically processed by the website. We do not deduct product-purchasing or cancellation fees from a deposit covered by this promise. Once work has commenced, cancellation and payment for work already performed are addressed under the agreed contract and applicable law. All statutory cooling-off, termination and consumer rights continue to apply.

12. Disputes

Raise concerns promptly in writing so both parties can inspect the issue and try to resolve it. Nothing prevents either party using rights available through the Queensland Building and Construction Commission, the Office of Fair Trading, a court or tribunal, or obtaining independent legal advice.

13. General

Queensland law governs the agreement. A delay in enforcing a right is not a waiver. If a term is unenforceable, it is read down or severed to the minimum extent necessary without affecting the remaining terms.

Contract questions: contact@flawlessepoxymflooring.com