



Standard terms & conditions

Introduction - These terms & conditions together with our Quote apply to all goods and services provided by Carpets & Critters.

Goods & Services - We will provide the goods and services per the Quote accepted by you, and will apply all reasonable commercial efforts to deliver against this Quote to an appropriate professional standard.

Your Obligations - You agree to confirm acceptance of our Quote in a timely manner and pay for the goods and services within 7 days of our invoice date and in accordance with the Quote accepted by you. Credit is by prior arrangement only. Where invoices remain unpaid, we reserve the right to charge a late payment fee of 3% interest per week of the total owing amount until paid in full, suspend provision of goods and services to you, and charge for all collection costs.

At least 48 hours' notice is required for any cancellations or site delays, we reserve the right to charge a late cancellation fee of our minimum charge \$100

Intellectual Property - We shall retain ownership of all intellectual property rights and licenses used in the delivering the goods and services.

Limitation Of Liability - Our entire liability arising out of any claim under contract, tort, negligence or otherwise, is limited to the total amount paid to us for the goods and services provided. We will not be liable for special, incidental, or indirect damages, or for any economic loss or consequential damages. We maintain Public Liability Insurance - We maintain \$2 million in public Liability insurance cover and a Certificate of insurance is available on request.

Health & Safety - Each party will take all reasonable steps to ensure compliance with the Health & Safety Act 2016.

Privacy - We will take all reasonable steps to ensure compliance with the Privacy Act 2020.

Problem Resolution - Any problems or complaints should be immediately reported to us, and we will seek to resolve this promptly. If the problem cannot be resolved, then you agree to enter mediation or another appropriate form of dispute resolution before any legal proceeding.

Governing Laws and Jurisdiction - This agreement is governed by the laws applicable to New Zealand. Any disputes will be under the exclusive jurisdiction of the courts of New Zealand