



TRIDENT REFRIGERATION & AIR

STANDARD SERVICE TERMS

These Standard Service Terms apply to routine service, maintenance, diagnosis and repair work performed by Trident Mechanical Group Pty Ltd trading as Trident Refrigeration & Air (Trident). They form part of the agreement when a customer confirms a booking, accepts a quotation, or authorises work to proceed.

1. Scope of work

Trident will perform the services described in the booking, quotation or other agreed scope. Routine servicing and diagnosis do not include additional repairs, replacement parts, electrical work, building work, access equipment or other work unless specifically stated or subsequently authorised.

2. Access and safe working conditions

The customer must provide safe, reasonable and timely access to the equipment and work area. Trident may stop, postpone or decline work where access is unsafe, restricted, unlawful or unsuitable, or where conditions may expose people, property or equipment to unreasonable risk.

3. Quotations, estimates and additional work

A quotation is based on the information reasonably available when issued. If additional faults, concealed conditions or further work are identified, Trident will seek customer approval before carrying out material work outside the agreed scope. Estimates are indicative only unless expressly stated to be a fixed quotation.

4. Customer authorisation

The person requesting or approving work warrants that they are authorised to do so. Approval may be given verbally, by email, text message, electronic acceptance, signature or another clear instruction. Where practical, Trident will record approval for additional chargeable work.

5. Payment

Payment is due in accordance with the invoice or quotation. Unless otherwise agreed in writing, routine residential service and repair invoices are payable on completion. The customer must raise any genuine invoice query promptly so it can be reviewed before the due date.

6. Cancellations and no-access

Trident may charge a reasonable fee for late cancellation, failure to provide access, or attendance where the work cannot proceed for reasons outside Trident's control, but only where the customer was advised of the applicable fee or amount before it was incurred.

7. Existing faults, concealed defects and condition of equipment

Trident is not responsible for pre-existing faults, deterioration, corrosion, contamination, concealed defects, incorrect prior installation or repair, or failures unrelated to Trident's work. Servicing or diagnosis may reveal an existing weakness or fault that was not previously apparent.

8. Parts and materials

Parts and materials supplied by Trident remain subject to availability and manufacturer specifications. Where an exact part is unavailable, Trident may recommend a suitable equivalent, subject to customer approval where the change is material.

9. Workmanship

Trident will perform its work with due care and skill. Any workmanship warranty stated on a quotation, invoice or other Trident document applies in addition to rights that cannot be excluded under the Australian Consumer Law. The workmanship warranty does not cover unrelated faults, misuse, lack of maintenance, third-party work, manufacturer defects or changes made after Trident's work.

10. Manufacturer warranties

Manufacturer warranties are provided by the relevant manufacturer and are subject to that manufacturer's terms, exclusions and claim procedures. Trident will reasonably assist with warranty information where applicable, but does not control the manufacturer's assessment or outcome.

11. Customer-supplied equipment or parts

Where the customer supplies equipment, parts or materials, Trident is responsible only for the quality of its own workmanship. Trident does not warrant the suitability, compatibility, condition or performance of customer-supplied items unless expressly agreed in writing.

12. Refrigeration, electrical and other regulated work

Trident will only perform regulated work within the scope of its licences, authorisations and legal permissions. Work requiring another licensed trade, specialist contractor, authority approval or additional access may be excluded from the agreed scope or separately quoted.

13. Damage and consequential loss

Trident will take reasonable care while performing the services. To the maximum extent permitted by law, Trident is not liable for indirect or consequential loss arising from a failure of existing equipment or circumstances outside Trident's reasonable control. Nothing in these terms excludes, restricts or modifies any right or remedy that cannot lawfully be excluded, including under the Australian Consumer Law.

14. Service records and photographs

Trident may create service notes, photographs, readings and equipment records for job documentation, warranty support, safety, quality control and future service history. Customer-identifying information will not be used publicly without permission.

15. Governing law

These terms are governed by the laws of Western Australia. If any provision is invalid or unenforceable, the remaining provisions continue to apply.

16. Acceptance

By confirming a booking, accepting a quotation or authorising Trident to proceed with work, the customer agrees to these Standard Service Terms together with any specific terms stated in the relevant quotation, booking confirmation or invoice. If there is an inconsistency, the specific written terms for that job take priority.