

Kiwi Pro Roofing Terms and Conditions

On acceptance of Quote, Kiwi Pro Roofing agrees to perform the works for the customer at the Site as detailed in the Quote subject to these terms and condition.

1. Payment

Payment is due within 7 days of completion of work unless otherwise agreed upon in writing. A 50% deposit is required before work begins. A compound interest rate of 2% per month will be charged on any outstanding balance beyond the due date.

1.1 The Customer agrees to pay additional fees and charges for express orders, requested by the Customer and agreed to by Kiwi Pro Roofing.

1.2 Payments must be by cash, electronic funds transfer, or credit card (on which payment fee's may apply).

2. Commencement of work

Any time stated for commencement of work, is an estimate only and is dependent on availability of supply of goods, labour and favourable weather conditions.

3. Delays

Kiwi Pro Roofing is not responsible for delays caused by inclement weather, unforeseen circumstances, or other factors beyond our control.

4. Materials

We will use high-quality materials for the works unless otherwise specified. Any specific material requests should be made in writing before work begins and may result in additional charges.

4.1 The Customer must make the site available for access and delivery of goods and the performance of the works at agreed times without unreasonable interruption.

5. Changes and Additional Work

Any changes to the scope of work or additional work requested by the customer must be agreed upon by Kiwi Pro Roofing in writing and may result in additional charges.

6. Warranty Period

Kiwi Pro Roofing provides a 10-year warranty on the roofing workmanship from the date of completion.

6.1 Kiwi Pro Roofing agrees to afford to the Customer the full benefit of any warranty provided by the manufacturer of any product supplied or used for the works. Note, that information on the warranty applicable to those materials can be found on the websites of those manufacturers.

6.2 Coverage

This warranty covers defects in workmanship that may arise during the warranty period, including:

- Leaks caused by faulty installation
- Improper alignment or fixing of roofing materials
- Structural issues caused by incorrect workmanship

6.3 Exclusions

The warranty does not cover:

- Damage caused by severe weather conditions (e.g., cyclones, hailstorms, or natural disasters)
- Damage due to lack of maintenance, alterations, or repairs made by unauthorized parties
- Damage caused by foot traffic, heavy impact, or third-party negligence
- Normal wear and tear

6.4 Warranty Claims

To make a claim under this warranty, the customer must notify Kiwi Pro Roofing in writing within 30 days of noticing a defect. The claim must include details of the defect and any supporting evidence (e.g., photos).

Upon receiving the claim, Kiwi Pro Roofing will inspect the roofing within a reasonable time frame. If the defect is determined to be covered under this warranty, necessary repairs will be carried out at no cost to the client.

6.5 Limitations of Liability

This warranty is limited to the repair or replacement of defective workmanship and does not cover incidental or consequential damages. Kiwi Pro Roofing shall not be held liable for any damages or losses exceeding the cost of the original roofing work.

6.6 Transferability

This warranty is non-transferable and applies only to the original owner of the property.

7. Cleanup

Kiwi Pro Roofing will ensure that the work site is cleaned up and all debris is removed upon completion of the work.

8. Liability

Kiwi Pro Roofing is not liable for any damage to landscaping, driveways, or other property unless caused by negligence on Kiwi Pro Roofing part.

9. Definitions

In this contract:

Cost means all monies payable by the Customer to Kiwi Pro Roofing in accordance with this contract.

Customer means the Customer (or any person acting on behalf of and with the authority of the Customer) as described on any Quote, work authorisation or other form as provided by Kiwi Pro Roofing to the Customer.

Kiwi Pro Roofing means Kiwi Pro Roofing Pty Ltd ABN 681 367 279, its successors and assigns.

Repairs means any work carried out by Kiwi Pro Roofing to resolve a specific problem with a roof or guttering system. Maintenance and replacing components of a roof (such as flashings or tiles) are classified as repairs.

Works means the works described in the Quote as amended by any agreed variation of such Works.