

Terms and Conditions

In this Terms and Condition document,

- "we", "us", "our" means Around The Garden Limited.
- "you" means you, the person/customer or company using our services.
- "services" means all goods or services we provide and anything else we do for you.

Quotes.

All prices include GST and are valid for 7 working days unless otherwise specified. If the requirements or specification should change for any reason from either party (Around The Garden or you) then a new quote will be issued before work commences.

Invoices and Payment.

Invoices are left in your property mailbox on the day or can be sent to you electronically if you prefer. If additional costs are involved that are not known at completion time e.g. green tipping fees, consumables, then an invoice will be emailed to you in Adobe PDF.

All payments are due on completion of the agreed work. Delayed payments MUST be agreed with us prior to work commencing.

Payment can be made by cash, cheque or Internet banking. With cash, please leave your payment at an agreed location or pass to an Around The Garden staff member. Payment can be made prior to or after work has completed.

Internet Banking is the preferred choice and bank details are

Bank: ASB - Account number 12-3020-0490979-00. GST 106-459-320

Credit is not available at this time.

Late payment may result in the delay of scheduled maintenance days, until the account is brought up to date.

Any expenses or costs incurred by us in recovering any outstanding amounts, including debt collection agency fees or commissions and all legal costs will be payable by you.

Changes and Cancellations.

We require no less than 24 hour's notice of any change to the maintenance day or cancellation of the scheduled service.

Please ensure your that we are notified of your cancellation in writing using SMS text, email or a letter using our contact details on the main website www.aroundthegarden.co.nz

Failure to give 24 hours notice can result in charging the full price for your maintenance.

Changes to your service or frequency can easily be arranged verbally, SMS text or email.

Delay to the Maintenance and/or Service Day.

Due to circumstances beyond our control including, but not limited to, adverse weather, equipment failure or ill health, we may delay its service to you by up to 48 hours. We endeavour to contact you via SMS TXT messages to update you of these delays. We appreciate your understanding

should this occur.

Access.

Please be sure that access to and around the property is clear prior to the agreed maintenance date and time. Additionally, but not limited to, furniture, plant pots, ornaments, toys and animal faeces can inhibit our agreed service to you. Failure to comply with access, may result in the area not being serviced and in some cases, a re-visit fee of \$10.00 may be charged.

Privacy.

We will never disclose or pass on customer details to other parties or companies without your written consent. We collect only your name, address, mobile and/or land line telephone numbers, email address and other information e.g. security pass codes, padlock combinations. This is for maintenance access and communication with you.

We reserve the right to take digital photographs to record your property being maintained for reference.

Occasionally before/after photos will be taken for promotional use. We will ask you for permission prior to any photographs being used for promotional purposes and inform you on how and in what media we will use them

All personal information is digitally stored at our company address and also stored privately on our Google Calendar account. Google Calendar is synchronised with our mobile handset for communication purposes only and secured by a access pin number.

Damage.

We are fully insured with public liability. In the rare event of us causing damage to your property, please report the matter to us within 24 hours and full particulars provided in writing (email or letter) within 7 days.

Our Guarantee.

If you are not completely satisfied with the service you are provided we will happily bring the area you are dissatisfied with up to an acceptable standard. Please contact us within 24 hours. Due to the personal and subjective nature of maintenance, we do not offer refunds. However, we want you to be 100% satisfied with our service we offer and will promptly address any concern you may have.

Communication and Complaints.

While this is immensely positive it can make it difficult to discuss any complaints you may have. We hold an open door policy where any complaint, suggestion or praise can be discussed without prejudice. If this approach is not acceptable we will engage an independent mediator. In this case please email us and we will instigate an independent mediation.

Mike Watson 03/09/12