



AREMMA HOME SERVICES

TERMS AND CONDITIONS

Version 1.0 – 7 June 2026

These Terms and Conditions ("Agreement") govern the provision of services by AREMMA Home Services ("Service Provider") to the individual or entity accepting a quote, booking, invoice, or service ("Client").

By accepting a quote, making a booking, making payment, or allowing work to commence, the Client agrees to be bound by these Terms and Conditions.

1. Services

The Service Provider agrees to perform the services outlined in the accepted quotation.

Services are limited to the scope detailed in:

- The accepted quotation;
- Any written correspondence between the Client and Service Provider; and
- Relevant service descriptions published on the AREMMA Home Services website.

Any additional work requested by the Client that falls outside the quoted scope may incur additional charges and must be approved before commencement.

2. Quotations

Quotes are based on information provided by the Client, including descriptions, photographs, site inspections, and property condition.

Where the actual condition materially differs from that represented during quoting, AREMMA Home Services reserves the right to:

- Adjust pricing;
- Charge additional labour and material costs;
- Reduce the scope of works;
- Pause or decline work.

Quotes are valid for 30 days unless otherwise stated.

3. Access Requirements

The Client must ensure:

- Safe and unrestricted access to the property;
- Working electricity and water where required;
- Safe working conditions;
- Pets are restrained or secured;
- Hazards are disclosed before work commences.

The Client must disclose:

- Structural defects;
 - Pest infestations;
 - Unsafe surfaces;
 - Hazardous materials;
 - Dangerous animals;
 - Any known risks that may affect service delivery.
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4. Health and Safety

The Service Provider reserves the right to refuse, suspend, or cease work where conditions are unsafe.

This includes but is not limited to:

- Biohazards;
- Needles;
- Bodily fluids;
- Hazardous chemicals;
- Significant pest infestations;
- Aggressive animals;

- Unsafe structures;
 - Working at heights requiring specialised equipment;
 - Any circumstance posing a risk to health or safety.
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5. Booking, Cancellation and Rescheduling

All bookings are subject to availability.

Rescheduling

At least 24 hours' notice is required.

Cancellation

- More than 24 hours' notice: No fee.
- Less than 24 hours' notice: Up to 25% of the quoted value may be charged.

Lock-Outs and Access Delays

- Delays exceeding 15 minutes may incur additional charges.
 - Delays exceeding 30 minutes may result in rescheduling.
 - If access cannot be gained, a lock-out fee of up to 100% of the quoted amount may apply.
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6. Pricing and Payment

Prices are as stated in the accepted quote unless additional work is approved.

Payment Terms

Invoices are payable within 7 days unless otherwise agreed in writing.

Accepted Payment Methods

- Bank Transfer
- Cash on completion (on the day)

Late Payments

A \$10 administration fee may be applied to overdue invoices.

Accounts remaining unpaid after a Final Notice may be referred to a debt collection agency, solicitor, or legal representative without further notice.

The Client agrees to pay all reasonable costs associated with debt recovery, including:

- Administration fees;
- Debt collection fees;
- Legal costs;
- Court fees;
- Enforcement expenses.

Interest may be charged at a rate of 1.5% per month on overdue amounts.

7. Cleaning Services – Additional Terms

The scope of works is defined by:

- The accepted quotation
- The relevant service page on the AREMMA Home Services website (www.aremma.com.au)
- Any written communication between the Client and Service Provider

Optional add-on services listed on the website are only included where specifically stated in the accepted quotation.

Services are limited strictly to what is included in the above sources. Any task not specifically listed is excluded unless agreed in writing.

The following clauses apply to all cleaning services.

Vacate and Rescue Cleaning

Unless specifically included in the quote, the following are excluded:

- Carpet cleaning;
- Wall washing;
- Ceiling washing;
- Blind cleaning;
- Internal/external window cleaning
- Pest control;
- Mould remediation;
- Rubbish removal;

- Appliance repairs or maintenance;
- Pressure washing;
- Garden services.

Additional charges may apply where excessive contamination exists, including:

- Heavy grease build-up;
- Pet contamination;
- Nicotine staining;
- Excessive mould;
- Excessive neglect.

Property Condition

The Client acknowledges:

- The property should be vacated unless otherwise agreed;
- Furniture and personal belongings should be removed before commencement;
- Utilities must be connected and operational.

Bond Cleaning Disclaimer

AREMMA Home Services does not guarantee the return of a rental bond.

Bond decisions are made by landlords, property managers, and real estate agencies.

8. Gardening Services – Additional Terms

The following clauses apply to all gardening and property maintenance services.

Site Conditions

Quotes are based on visible conditions and information provided by the Client.

Additional charges may apply where:

- Vegetation is significantly overgrown;
- Waste volume exceeds expectations;
- Hidden obstacles are encountered;
- Access restrictions exist;
- Safety concerns arise.

Underground Services

The Client is responsible for identifying and marking:

- Reticulation systems;
- Sprinkler heads;
- Solenoids;
- Irrigation lines;
- Electrical cables;
- Garden lighting;
- Robot mower boundary wires;
- Drainage systems;
- Soak wells;
- Underground infrastructure.

AREMMA Home Services accepts no liability for damage to concealed services that were not disclosed or reasonably visible.

Plant Health

AREMMA Home Services is not responsible for plant loss, damage, or decline resulting from:

- Drought;
- Disease;
- Pest infestation;
- Existing plant health issues;
- Weather conditions;
- Soil conditions;
- Irrigation failures;
- Circumstances beyond reasonable control.

Green Waste

Green waste removal is included only where specifically stated in the quote.

9. Damages and Breakages

Any concerns regarding damage or workmanship must be reported within 24 hours of service completion.

The Service Provider will investigate reported issues and, where negligence is established, liability will be limited to repair or replacement.

The Service Provider is not responsible for:

- Pre-existing damage;
 - Wear and tear;
 - Poor maintenance;
 - Hidden defects;
 - Structural deterioration;
 - Unstable items;
 - Existing deterioration of surfaces or fixtures.
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10. Limitation of Liability

To the maximum extent permitted by law, AREMMA Home Services shall not be liable for:

- Undisclosed hazards;
- Pre-existing conditions;
- Normal wear and tear;
- Hidden defects;
- Structural issues;
- Third-party workmanship;
- Events beyond reasonable control;
- Indirect or consequential loss.

Nothing in these Terms and Conditions excludes any rights provided under Australian Consumer Law.

11. Insurance

AREMMA Home Services maintains Public Liability Insurance.

Proof of insurance can be provided upon request.

12. Complaints and Rectification

Any complaint must be submitted within 24 hours of service completion or before final inspection by a landlord, property manager, or real estate agency, whichever occurs first.

The Client must provide AREMMA Home Services with a reasonable opportunity to inspect and rectify any issue before engaging a third party.

Failure to allow this may limit any claim.

13. Site Photographs

Photographs may be taken for:

- Quotations;
- Quality control;
- Training;
- Insurance purposes;
- Dispute resolution;
- Property condition evidence;
- Record keeping.

Photographs may also be used for:

- Website content;
- Social media;
- Advertising;
- Marketing materials.

Clients may opt out of marketing use by providing written notice before works commence.

By accepting these Terms and Conditions, the Client grants permission for photographs of completed works to be used for marketing and promotional purposes.

14. Confidentiality

Client information will be treated as confidential except where disclosure is required by law.

15. Force Majeure

AREMMA Home Services shall not be liable for delays or failure to perform services due to events beyond reasonable control, including:

- Severe weather;
- Fire danger;
- Illness;

- Vehicle breakdown;
- Accidents;
- Government restrictions;
- Utility failures;
- Supply shortages.

Where possible, services will be rescheduled.

16. Governing Law

This Agreement is governed by the laws of Western Australia and Australia.

17. Entire Agreement

These Terms and Conditions, together with the accepted quote, constitute the entire agreement between the parties.

18. Amendments

Any amendment to these Terms and Conditions must be made in writing by AREMMA Home Services.

19. Acceptance

Acceptance of a quote, booking confirmation, payment, digital acceptance, or commencement of work constitutes acceptance of these Terms and Conditions.

AREMMA Home Services
ABN: 13 663 129 517
Website: www.aremma.com.au

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[End of Agreement]