



Terms and Conditions of Service

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1. General

These Terms and Conditions ("Terms") govern all services provided by Will's Flyscreen Repairs ("we", "us", "our") to you ("the Customer"). By accepting a quote, booking an appointment, or allowing work to commence, you agree to be bound by these Terms.

We operate as a partnership under Australian law. All work is carried out in South Australia and is subject to South Australian and Commonwealth law, including the Australian Consumer Law ("ACL").

2. Quotes

2.1 Validity

All quotes are provided free of charge and are valid for 14 days from the date of issue, unless otherwise stated in writing. After 14 days, we reserve the right to revise the quote.

2.2 Subject to Inspection

Quotes are based on information available at the time of assessment — whether provided by the Customer or observed during an initial inspection. A quote is not a fixed-price guarantee where:

- the actual condition of materials, frames, or mesh differs from what was described or initially assessed;
- access to the work site reveals additional issues not visible or known at time of quoting;
- the scope of work changes at the Customer's request.

In any such case, we will notify you of revised pricing before proceeding.

2.3 Customer-Supplied Measurements

Where a quote is based on measurements supplied by the Customer, the Customer accepts full responsibility for the accuracy of those measurements. We accept no liability for materials cut, ordered, or fabricated to Customer-supplied dimensions that prove incorrect.



3. Bookings & Scheduling

3.1 Confirming a Booking

A booking is confirmed when we acknowledge it in writing (including by SMS or email). Verbal agreements are not binding until confirmed.

3.2 Cancellations by the Customer

- Cancellations made with at least 24 hours' notice: no charge.
- Cancellations made with less than 24 hours' notice: a cancellation fee of \$30 may apply to cover travel and preparation costs.
- No-shows (Customer is not present or access cannot be obtained at the agreed time): a call-out fee of \$30 may apply.

We understand that things happen. Fees will be applied at our discretion and will not be charged for genuine emergencies. We'll always try to rebook you at a convenient time.

3.3 Cancellations by Us

We reserve the right to reschedule a booking due to illness, equipment issues, or circumstances beyond our control. We will provide as much notice as possible and will not charge any fee in this event.



4. Customer Responsibilities — Access & Site

To allow us to carry out work safely and efficiently, the Customer agrees to:

- Ensure reasonable access to all flyscreens, doors, and windows at the time of the booking.
- Provide suitable parking in reasonable proximity to the work site where possible.
- Ensure the work area is reasonably clear and safe — including securing pets and ensuring children are supervised.
- Notify us in advance of any known hazards on the property (e.g. uneven ground, presence of bees or wasps, restricted access).
- Safe access excludes work requiring roof access, scaffolding or elevated work platforms unless agreed in advance.

If adequate access or safe working conditions cannot be provided at the time of the appointment, we reserve the right to reschedule or apply a call-out fee as outlined in clause 3.2.

5. Pre-Existing Conditions & Aged Materials

Flyscreens, frames, and related components may deteriorate over time. In carrying out repairs or mesh replacements, pre-existing damage or wear may become apparent that was not visible before work commenced.

We are not responsible for damage that results from pre-existing conditions, including but not limited to:

- Corroded, bent, cracked, or structurally weakened frames;
- Warped, brittle or swollen timber frames and parts;
- Brittle or deteriorated plastic clips, spline channels, or corner joints;
- Fasteners or fittings that are rusted, stripped, or otherwise compromised;
- Any component that fails as a direct result of age or prior damage rather than our workmanship.

Where such conditions are discovered during work, we will advise you before proceeding further. Additional charges may apply to address these issues, and will be quoted separately.



6. Colour Matching & Appearance

We take care to match mesh and frame colours as closely as reasonably possible. However, the Customer acknowledges that:

- Mesh colours and weaves vary between manufacturers and product runs — an exact match to existing mesh cannot always be guaranteed.
- Frame colours and powdercoat finishes may not exactly match existing frames due to fading, ageing, weathering, or manufacturing tolerances.
- Replacement components may appear slightly different in shade or texture compared to existing or aged materials.
- Paint touch-ups, where requested, are subject to the same limitations regarding colour fade and ageing.

We will discuss available options with you before proceeding so you can make an informed choice.



7. Payment

7.1 Methods

We accept cash, card (EFTPOS), and bank transfer.

7.2 When Payment is Due

Payment is due on the day of service upon completion of work. We encourage same-day payment. Where same-day payment is not possible, full payment must be received within 14 days of the invoice date, unless otherwise agreed in writing between the parties before work commences.

7.3 Late Payment

Invoices not paid within 14 days may incur a reasonable administration fee of \$15 per reminder issued. We reserve the right to pursue outstanding amounts through appropriate legal channels.

7.4 Ownership of Materials

All materials supplied by us remain our property until payment is received in full. Where payment is not received, we reserve all rights available to us at law in relation to unpaid invoices, including the right to pursue recovery through appropriate legal channels. We will not seek to recover materials from an installed location without first issuing written demand and allowing a reasonable opportunity to pay.

8. Workmanship Guarantee

We stand behind our work. We ask customers to notify us of any concerns within 7 days of the completed service where practicable, so we can promptly assess and rectify any genuine defect at no charge.

This guarantee covers workmanship only and does not extend to:

- Pre-existing damage or conditions as described in clause 5;
- Normal wear and tear after completion;
- Damage caused by misuse, accident, or third parties;
- Colour or appearance variations as described in clause 6.

Nothing in these Terms limits your rights under the Australian Consumer Law, including consumer guarantees that cannot be excluded. We will always inspect and consider concerns raised after 7 days on their merits.



9. Product & Materials Warranty

Where products or materials we supply carry a manufacturer's warranty, we will pass the benefit of that warranty on to you to the extent we are able. Manufacturer warranties are subject to the terms and conditions of the relevant manufacturer and are separate from our workmanship guarantee.

We make no independent warranty as to the durability, longevity, or fitness for purpose of third-party products beyond what is required under the ACL. If a product appears defective, contact us and we will assist in lodging a warranty claim with the supplier where appropriate.

10. Photography & Records

We may take photographs of work areas, existing conditions, and completed repairs for the purposes of record-keeping, quality assurance, warranty assessment, and dispute resolution.

Photographs will not be used to publicly identify customers or their property without express written consent. By engaging our services, you consent to the use of before-and-after images of completed work (without identifying information) for business portfolio and promotional purposes, including on our website and social media. If you do not wish your property to be photographed for promotional purposes, please advise us before work commences.



11. Unattended Properties & Third-Party Access

Where access is provided to an unattended property (for example, by key, lockbox, or a third party such as a tenant or property manager), the Customer warrants that they have authority to grant such access and that the property is safe for us to enter and work in.

We will take reasonable care when attending an unattended property. However, we are not responsible for:

- The actions of other persons present at the property who are not under our direction;
- Securing gates, doors, or access points beyond what is reasonably required to complete the work, unless specifically agreed in advance;
- Pets or animals at the property — customers must ensure animals are secured before our arrival.

If you are providing key or unattended access, please let us know in advance so we can confirm arrangements and document the condition of the property on arrival.

12. Force Majeure

We are not liable for any delay or failure to perform our services where such delay or failure results from circumstances beyond our reasonable control, including but not limited to severe weather events, storms, extreme heat, supply shortages, illness, or other events outside our control.

In such circumstances, we will contact you as soon as practicable and arrange to reschedule at the earliest convenient time. No cancellation fee will be charged where we are unable to attend due to a force majeure event.

13. Limitation of Liability

Subject to any rights which cannot lawfully be excluded,^tTo the maximum extent permitted by law, our liability for any claim arising from our services is limited to the cost of re-performing the relevant service or refunding the amount paid for that service.

We are not liable for any indirect, consequential, or special loss or damage, including loss of use of property, arising from our services or any delay in performing them.

Nothing in this clause excludes, restricts, or modifies any right or remedy, or any guarantee, warranty, or other term or condition, implied or imposed by the ACL that cannot lawfully be excluded or limited.



14. Disputes

If you have a concern or complaint, we encourage you to contact us directly in the first instance. We are a small local business and we genuinely want to resolve any issue quickly and fairly.

The parties agree to attempt good faith resolution before commencing any legal proceedings, where it is reasonable to do so. If a dispute cannot be resolved between the parties, it may be referred to Consumer and Business Services South Australia or another appropriate dispute resolution body.

15. Governing Law

These Terms are governed by the laws of South Australia and the Commonwealth of Australia. Any legal proceedings must be brought in the courts of South Australia.

16. Changes to These Terms

We may update these Terms from time to time. Current Terms will always be available on our website at willsflyscreenrepairs.com.au. Continued use of our services after any update constitutes acceptance of the revised Terms.