

General Policy

These general policies cover the terms and conditions that are legally binding for Aquaridge Plumbing's audience, where “audience” refers to Aquaridge Plumbing's employees and clients. Every employee and client must confirm that they have read and agreed to these terms before the commencement of any project conducted by Aquaridge Plumbing. A confirmation may be in the form of a formal handwritten signature or an informal agreement, such as a text message with the utterance "Yes". However, these terms are only legally binding if the confirmation is explicitly related to these terms, known as the "General Policy". Confirmation of other terms does not render the policies below valid or legally binding.

Section 1 : Project Initialisation (1.1)

Aquaridge Plumbing's employees, hereinafter referred to as “APE”, will be in contact with the client, hereinafter referred to as “APC”, to understand the project's requirements, scope, and objectives. This initial contact includes:

- 1. Initial Consultation:** APE will conduct an assessment either via phone, message, or on-site visit, as deemed necessary.
- 2. Requirement Gathering:** Detailed documentation of the client's needs, property conditions, and any special considerations.(This

policy is for larger jobs, hereby referred to as "FLJ". FLJ policy's are adhered to within projects requiring more than 3 days, excluding projects that were allocated any additional days on top of their initial project timeline.)

3. **Preliminary Quotation:** A rough estimate and discussion of potential solutions will be provided. This is subject to further review upon detailed inspection.

All details discussed during this phase will be documented and confirmed by both APE and APC prior to project commencement.

Section 2(FLJ) : Scope of Work & Service Deliverables (2.1)

Aquaridge Plumbing will define the Scope of Work (SOW) for every project based on the initial consultation. The SOW will include:

1. **Detailed Description:** A comprehensive explanation of the work to be undertaken, including any limitations or exclusions.
2. **Materials Specification:** Specifications of the materials to be used, including brands and models where applicable.
3. **Timeline:** An estimated project timeline with start and completion dates, subject to change based on unforeseen circumstances.
4. **Client Responsibilities:** Any requirements or preparations needed from the APC to ensure a smooth project execution.

Both APE and APC must review, amend (if necessary), and formally approve the SOW before work commences.

Section 3 : Payment Terms and Billing (3.1)

All financial transactions will be conducted in accordance with the following guidelines:

1. **Material, Fittings, and Component Payments:** APC shall pay for all fittings, materials, and components used or intended for use in the project **prior** to their installation. Detailed invoices listing these items will be provided for client approval and payment before proceeding with installation.
2. **Service Charge Payment:** The service charge for labor and related services will be invoiced and is due upon the project's completion and successful final inspection by APC.
3. **Retention of Materials:** In the event that APC elects not to pay the service charge as stipulated, Aquaridge Plumbing reserves the right to retain all materials, fittings, and components used or allocated for the project as a form of compensation.

All payment methods accepted by Aquaridge Plumbing will be detailed in the client contract.

Section 4 : Safety, Compliance & Environmental Standards (4.1)

Aquaridge Plumbing is committed to upholding the highest standards of safety and compliance, which include:

1. **Regulatory Adherence:** All projects will comply with local, state, and federal plumbing codes, as well as environmental regulations.
2. **Employee Safety:** APE will be provided with proper training, personal protective equipment (PPE), and safety protocols to minimize risk during project execution.
3. **Site Safety:** APC must ensure that the work site is accessible and free of hazards that could impede safe operations. Any risks identified will be addressed prior to work starting.
4. **Environmental Considerations:** Efforts will be made to use eco-friendly materials and practices where possible. Disposal of

waste and hazardous materials will follow approved environmental guidelines.

Section 5 : Warranties, Guarantees & Post-Project Support (5.1)

Aquaridge Plumbing guarantees the quality of its workmanship and materials under the following conditions:

1. **Workmanship Warranty:** A standard warranty period of 7 calendar days is provided, during which any defects due to workmanship will be remedied at no additional cost.
2. **Material Warranty:** Where applicable, warranties provided by material manufacturers will be honored. Documentation of such warranties will be supplied to APC.
3. **Money-Back Guarantee:** In cases where APE has damaged a component crucial to the project, APE will be liable to give a refund to APC or to replace the component with another replica or similar model. In cases where APE has damaged a component external to the project, where external refers to components that are not part of the project but are part of APC's property or assets, APE will issue a full refund, or will not collect payment, limited to the amount equal to the service charge. Guarantees or Warranties do not include damage to components that APE had planned to Scrap-For-Parts(SFP) or components that were intended to be removed from the property as waste.
4. **Post-Project Support:** APC is entitled to a consultation period of 5 working days following project completion for addressing any minor adjustments or questions regarding the installation or repair work.
5. **Exclusions:** Warranties and guarantees do not cover damages resulting from misuse, natural disasters, unauthorized

modifications, or client defection, where client defection refers to defects caused by the client before, during or after the project completion.

Section 6 : Liability, Insurance & Indemnification (6.1)

To safeguard both APE and APC, the following terms apply:

1. **Liability Limitations:** Aquaridge Plumbing will take all reasonable precautions during project execution. However, APC acknowledges that certain unforeseen events may occur, for which APE's liability is limited to the amount specified in the contract.
2. **Insurance Coverage:** Aquaridge Plumbing maintains a public liability insurance. Proof of such insurance will be provided upon request.
3. **Indemnification:** APC agrees to indemnify and hold harmless Aquaridge Plumbing against any claims arising from the misuse of services or failure to adhere to safety guidelines.

Section 7 : Confidentiality and Data Privacy (7.1)

Both parties acknowledge that sensitive information may be exchanged during the course of a project. Therefore:

1. **Confidential Information:** All proprietary, financial, and personal information shared between APE and APC is considered confidential.
2. **Data Protection:** Aquaridge Plumbing will take reasonable measures to protect any data received. APC is responsible for

informing APE of any restrictions on the use or dissemination of their information.

3. **Non-Disclosure:** Unauthorized disclosure of confidential information is strictly prohibited and may result in legal action.

Section 8 : Dispute Resolution (8.1)

In the event of a disagreement or dispute:

1. **Negotiation:** Both parties agree to first attempt to resolve the issue through direct negotiation and discussion.
2. **Mediation/Arbitration:** If negotiation fails, the dispute may be submitted to a mutually agreed-upon mediator or arbitrator. The decision rendered shall be binding on both parties.
3. **Legal Recourse:** As a last resort, disputes may be taken to court, subject to the jurisdiction specified in the contract.

Section 9 : Amendments and Termination (9.1)

This policy may be amended under the following conditions:

1. **Policy Amendments:** Any changes to these policies made by APE must be announced or communicated to present and previous APC's. Modifications to these policies must be dated at the bottom of the document and do not affect projects that were completed or started before the modification date.
2. **Termination by Client:** APC may terminate the project if significant deviations from the agreed SOW occur, subject to payment for work already completed. In cases where the project was started, but not completed, the APC will pay 50% of the

service charge, as well as payments for any unpaid materials that were intended for use in the project.

3. **Termination by Company:** Aquaridge Plumbing reserves the right to suspend or terminate a project if APC fails to comply with the terms herein or if continued work poses a safety hazard.
4. **Notice Period:** A notice period of 3 working days is required for any termination made by the client, and a notice period of 1 working day is required for any termination made by the company, except in cases of breach or emergency.

Section 10 : Emergency Procedures and Unforeseen Circumstances (10.1)

In cases where emergencies or unexpected events affect the project:

1. **Immediate Notification:** APE shall immediately inform APC of any incident that could impact project safety, timeline, or quality.
2. **Contingency Plans:** Pre-defined contingency measures will be implemented to manage emergencies, including resource re-allocation and schedule adjustments.
3. **Force Majeure:** Aquaridge Plumbing is not liable for delays or non-performance resulting from circumstances beyond its control, such as natural disasters, labor strikes, or government actions.

Section 11 : Acknowledgement and Agreement (11.1)

By confirming acceptance of these policies, both APE and APC acknowledge that they have read, understood, and agreed to the terms set forth in this General Policy document. This

acknowledgement is required before any further engagement in project activities.

1. **Record Keeping:** Both parties shall retain a copy of the signed or electronically confirmed policy for future reference.
2. **Policy Review:** Aquaridge Plumbing reserves the right to review and update these policies at any time. APC and APE will be notified of any policy changes as mentioned in Section 9.1(Policy Amendments).

End Of General Policy

This Policy Has Been Discontinued