



Lock Up Industries Pty Ltd

Registered Builders & Fire Door Contractors

Workplace Health and Safety Qld Asbestos Removal Lic No 2302165

Qld Building and Construction Commission Lic No. 737062

P.O Box 516 Jimboomba, QLD 4280

ABN 67 092 730 044

ACN 092 730 044

E: admin@lockupindustries.com.au

M: 0418 787 247

www.lockupindustries.com.au

CANCELLATION POLICY

Lock Up Industries is committed to providing quality service in a timely manner. When cancellations are made without sufficient notice, it limits our ability to accommodate other customers who require our services. We understand that rescheduling may be necessary in certain situations, and we are happy to work with you whenever possible.

Cancellation Terms and Acknowledgement

In the event of a cancellation, we kindly request a minimum of three (3) days' notice prior to the scheduled job or inspection time to avoid any penalties, including a cancellation fee. If less than three (3) days' notice is provided, a cancellation fee will apply. This includes situations where our technician is unable to access the property, is turned away, or if the client is a no-show.

By booking with Lock Up Industries, you agree to this cancellation policy.

Cancelling Your Booking

To cancel scheduled job or inspection, please contact us in writing via:

- Phone: 0418 172 112; or
- Email: admin@lockupindustries.com.au

Cancellation Fees

- Cancellation made with less than 72 hours' notice will incur a flat fee of \$200.

These fees are not arbitrary but is a pre-estimate of the loss we will incur due to the cancellation. The invoice for the cancellation fee will be issued at the time of the cancellation, with payment due within **14 days** after the date of the invoice.

This cancellation policy is in compliance with the guidelines as provide by the Australian Competition and Consumer Commission (ACCC) under the **Competition and Consumer Act 2010**. The ACCC contact details can be found on the accg.gov.au website.