

Terms & Conditions



Quotation Acceptance & Contract:

STORM EVENTS:

Copelands & Pickers cannot assume liability for damage sustained during severe storm weather events. Following our engineers' advice, we recommend temporarily removing sails during destructive storm events in your region.

FIXINGS TO EXISTING STRUCTURES:

Copelands & Pickers takes utmost care to minimise risks to existing structures when fixing to them. Our fixing procedures adhere to engineer specifications. It is recommended that fixtures be checked and certified by the existing structure's designer or qualified individuals to prevent structural damage.

TERMS AND CONDITIONS:

By agreeing to these terms, you grant Copelands & Pickers permission to use on-site photos for job completion proof and promotional purposes. Fees must be paid within the specified trade terms. Overdue accounts may be referred to a debt collection agency or law firm, and you become liable for their collection costs.

Please note that our standard Shade Sails design achieves approximately 90% coverage between fixing points. Tension maintenance through turnbuckle adjustments is crucial for warranty validity and damage prevention. Two annual inspections are recommended. Ownership of materials

General Terms & Conditions:

- * Prices are exclusive of GST unless stated otherwise.
- * Quotations expire after 30 days unless accepted in writing or verbally.
- * Payment terms require a deposit on quote acceptance, with the balance due on completion or prior to transportation.
- * For installations by Copelands & Pickers, no more than 20% of the total cost is outstanding before installation, payable on the installation day.
- * Cancellation and variation require written approval, with associated costs charged to the customer.
- * Copelands & Pickers is not responsible for consequential damage to existing infrastructure.
- * No guarantees are provided beyond those stated in the terms and conditions.
- * **Warranty:** 10-year UV degradation warranty for PTFE thread, 12 months for workmanship, and fabric warranty varies (3 to 20 years). Customers must inspect and report faults within 5 working days of delivery. Copelands & Pickers may repair or replace defective goods at its discretion. Copelands & Pickers is not liable for claims or costs due to incorrect information provided by the customer.
- * Void terms will be considered omitted. Goods may vary slightly, but no cost change will occur due to supply changes.
- * Lead times depend on supplier efficiencies, and Copelands & Pickers is not responsible for deviations.
- * Information provided for customer works is a service only, and Copelands & Pickers cannot be held responsible for failures.

Engineering:

Our standard structures are engineer certified.

Custom structures may require additional engineering.

We cannot be held liable for the structural integrity of existing buildings we attach or fix to.

Quality Control:

Copelands & Pickers and contractors adhere to established Quality Control and Workplace Health and Safety policies.

Warranties are available on materials and workmanship.

Signature: _____

Date: _____

Full Name: _____