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# RAC HOME REPAIR & MAINTENANCE SERVICE TERMS

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## 1. Formation of agreement

- (a) If you request the RAC or the Supplier to supply the services described in section 2 (HRM Service), or you accept performance of the HRM Service, you accept these Terms and an agreement is formed between you and the Supplier.
- (b) RAC is not a party to this agreement and you agree to release RAC from any liability under these Terms and in respect of the HRM Service.

## 2. The HRM Service

### 2.1 What is the HRM Service?

- (a) The HRM Service provides you with access to home repair and maintenance services, including Goods associated with those services. On-site assistance at your personal residential, domestic or residential investment property is provided by HRM Service Providers who offer a combination of services such as: plumbing and gas, electrical, locksmith, glazier, heating, ventilation and air-conditioning, handyman and general trade services. Visit the Website [rac.com.au/home-life/home-repair](http://rac.com.au/home-life/home-repair) to see the full list of services that are currently available.
- (b) The Supplier engages its employees, agents and/or subcontractors to provide the HRM Service to you on its behalf (**HRM Service Providers**) under standards approved by RAC.
- (c) The charge you pay for the HRM Service includes a fee that is payable to RAC.
- (d) The HRM Service is **not**:
  - (i) a home insurance product or replacement for such a product; or
  - (ii) an emergency rescue or disaster response service.
- (e) Where an emergency or disaster poses a risk to the personal safety and property of you and/or others, you should contact appropriate emergency or rescue services such as the State Emergency Service or the '000' Emergency Service or appropriate utility or essential services providers, prior to contacting the Supplier for assistance.

### 2.2 Access to property

- (a) You agree to provide the Supplier and the HRM Service Provider clear and safe access to your property at the agreed date and time to:
  - (i) deliver any Goods and perform the HRM Service;
  - (ii) inspect any Goods or HRM Services supplied after receiving a complaint from you; and
  - (iii) repair, replace or resupply any defective Goods or HRM Services supplied to you (as the case may be).

### 2.3 Service availability

- (a) Subject to these Terms, the HRM Service is available within suburbs and postcodes as determined by the Supplier from time to time, having regard to Perth metropolitan areas from Two Rocks to Mandurah. The HRM Service may be available in selected regional areas on a limited basis.
- (b) The HRM Service is available:
  - (i) Business Hours Monday to Friday from 8.30am to 5pm
  - (ii) Weekend & Public Holiday Hours from 8.30am to 5pm
  - (iii) After Hours 7.30am to 8.30am and 5pm to 6.30pm
- (c) The supply of the HRM Service is subject to HRM Service Provider availability.
- (d) The delivery of the HRM Service will only occur within your property boundary.

### 2.4 Service response times

The Supplier will endeavour to provide assistance as quickly as is reasonably practicable, and otherwise within the agreed timeframe.

### 2.5 Service interruptions

- (a) The Supplier may be delayed in or prevented from providing the HRM Service due to circumstances beyond its reasonable control, including Major Disasters, adverse weather conditions, and failures in telecommunications.
- (b) In such circumstances, the Supplier will have no obligation to provide the HRM Service, but will use reasonable endeavours to minimise the impact of such circumstances.

### 2.6 Service limitations – General

Where the Supplier reasonably determines that:

- (a) electrical works are required to upgrade the property to comply with Australian and New Zealand wiring standards;
- (b) the situation presents occupational health and safety risks to the HRM Service Provider;
- (c) the job is considered to be in the province and is the responsibility of utility providers such as gas or water meters, gas pipelines, electricity cables and grids or water mains
- (d) there a real risk or danger to the life, health, safety or property of any person or of causing significant damage to the environment; or
- (e) in relation to any Good required to provide the HRM Service, a product warranty is supplied by the manufacturer of the Good (Manufacturer's Warranty) which requires an authorised service agent as determined by the manufacturer to complete warranty repairs (Authorised Service Agent).

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- (f) the service provider reasonably determines that they cannot complete the requested works

the Supplier may only be able to provide limited assistance, may provide a revised Quote or may be unable to provide the HRM Service at all.

### 2.7 Service Limitations – Drainage Systems

- (a) Clearing of blocked drains and inspection of blocked and damaged drains is conducted at your risk. The Supplier will not be held responsible for the location or condition of existing drainage systems, nor the products or materials located within the drainage systems.
- (b) Investigation and maintenance of drains involves insertion of specialised drainage equipment into existing drains, to conduct works or investigations. You accept responsibility for any damage caused to the plumbing drainage system that maybe caused while maintenance works to drainage system is conducted.
- (c) You acknowledge that pipes affected by root growth and or blockages are generally damaged as a result of such interference. The removal of root growth and / or blockages alone carries no warranty that similar problems will not recur unless permanent repairs are made.

### 2.8 Service exclusions

The HRM Service is not available for:

- (a) non-residential properties, such as properties used for commercial, retail, office, industrial or professional purposes;
- (b) portable, temporary or non-fixed dwellings;
- (c) buildings or structures such as caravans, trailers, campervans, recreational or other vehicles;
- (d) product warranty repairs where a Manufacturer's Warranty is provided which requires an Authorised Service Agent to complete warranty repairs;
- (e) failure of alarms, home security systems and CCTV;
- (f) damaged swimming pools including parts, components, pumps, motors and plumbing or filtration systems;
- (g) damaged solar power systems or components;
- (h) damaged garden appliances, sprinkler or watering systems;

or in response to:

- (i) Area Wide Disruption to Essential Services;
- (j) disruption to essential services as the result of disconnection by the relevant authority; or
- (k) Major Disasters.

### 2.9 Service Cancellation

- (a) You may cancel a request for the provision of HRM Services (**HRM Service Request**) no later than 24 hours before the agreed date and time for the Supplier to attend your property.

## 3. Price and Payment

### 3.1 Price

- (a) The Supplier may provide you with a verbal or electronic estimate for the HRM Service (Estimate). The Estimate is provided on the basis that you have provided full and frank disclosure of the nature and extent of the HRM Services required and given all material information to the Supplier (to the extent reasonably possible). Subject to section 3.1(b), the Estimate is valid for 14 days after it is given.
- (b) Upon arrival at your property the Supplier will review the Estimate and conduct a full assessment of the HRM Service to be provided (Scope).
- (c) The price payable for the delivery of the HRM Service provided to you is the Supplier's formally quoted price provided pursuant to clause 3.1(b) above (Quote).
- (d) During the HRM Service, should there be a significant change to the Scope, the Supplier will provide a new Scope and Quote for acceptance by you.
- (e) In some circumstances an Estimate may not be possible and the Supplier will attend your property to provide a Quote. This attendance will be free of charge except in the event that the Supplier is unable to complete the Quote without undertaking any material and / or substantial fault finding work (eg excavation, use of specialised equipment) in order to diagnose and / or assess the issue. In this event, a fee may be payable in order to complete this diagnosis / assessment which will be provided to you for approval prior to commencement. Once the issue has been determined, a Quote will be provided for acceptance prior to commencing the HRM Service.
- (f) Discounted labour rates apply if you are a member of The Royal Automobile Club of W.A. (Inc).
- (g) Additional Services:  
If, during the performance of the HRM Service, the Supplier discovers or is requested by you that Additional Services are required:
- (i) the Supplier will notify you of the Additional Services and the applicable Quote for acceptance; and
- (ii) the Supplier may, in its discretion, elect to perform all or part of the Additional Services, having regard to the nature and scope of the Additional Services involved and the service exclusions in section 2.8.
- (h) The Supplier is excluded from any liability to you in connection with any loss or damage you suffer if you decide not to proceed with any or all of the Additional Services required, if applicable.

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- (i) All amounts payable by you to the Supplier are inclusive of GST, unless expressly stated otherwise.

### 3.2 Payment

- (a) Payment is due on completion of the HRM Service and before the Supplier leaves your property.
- (b) Payment may be made by credit card, debit card or any other method of payment specified by the Supplier.
- (c) The Supplier will provide a receipt upon payment and send to you via the email you provide.

### 4. Defects

- (a) You may, within the period of 12 months from the date the HRM Services are performed (**Warranty Period**), notify the Supplier of any HRM Services that you reasonably consider to be defective, as supplied by the Supplier, in any material respect, by giving written notice to the Supplier to that effect (**Defect Notice**). You must afford the Supplier an opportunity to inspect all alleged defective HRM Services (including any Goods) as soon as practicable following the issue of a Defect Notice.
- (b) Subject to sections 4(a) and 4(c), if the HRM Services are defective in any material respect, the Supplier's liability is limited to:
  - (i) for Goods – either replacing the Goods or repairing the Goods; or
  - (ii) for HRM services – re-performing or otherwise remedying the defective HRM services.
- (c) The Supplier's obligation to take the actions in section 4(b) are conditional upon the following:
  - (i) for Goods not manufactured by the Supplier:
    - A. the only warranty applicable to those Goods is the current Manufacturer's Warranty (if any); and
    - B. the Supplier will not be liable to repair or replace a Good if the Manufacturer's Warranty requires an authorised service agent as determined by the manufacturer to complete warranty repairs (Authorised Service Agent) to complete warranty repairs; and
    - C. if sub-section B applies, the Supplier's obligation will be limited to referring your warranty claim to the Authorised Service Agent;
  - (ii) the Supplier does not have any liability to the extent that any damage or defect is caused, directly or indirectly, by any act or omission on your part;
  - (iii) defects or damage to HRM Services which are caused or relate to any of the following are excluded:
    - A. your failure to properly maintain any Goods;
    - B. your failure to follow any instructions or guidelines provided by the Supplier and/or the manufacturer;
    - C. any use of the Goods otherwise than for any application specified in any instructions or guidelines provided by the Supplier and/or the manufacturer or for their ordinary use;
    - D. the continued use of any Goods after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or
    - E. fair wear and tear or any accident; and
  - (iv) the Supplier will not be liable if the workmanship in relation to Goods or HRM Services is repaired, altered or overhauled without the Supplier's prior written consent.

### 5. Risk and title

- (a) All risk for the Goods passes to you on delivery of those Goods. This applies to the extent that it is not inconsistent with any other arrangement agreed between you and the Supplier in writing.
- (b) Title in the Goods will not pass until you have paid all amounts owing for the particular Goods.

### 6. Warranties

- (a) In addition to your rights under the Australian Consumer Law, the Supplier warrants that:
  - (i) the HRM Service and each item of the Goods supplied:
    - A. is fit for purpose;
    - B. is free from defects in materials and workmanship;
    - C. is suitable for normal use as reasonably contemplated by you;
    - D. performs and will continue to perform at the level consistent with the published specifications and any other written or verbal representations made by the Supplier or manufacturer; and
  - (ii) it shall at all times:
    - A. use appropriate Goods and Materials of highest quality;
    - B. employ appropriate techniques and standards; and
    - C. provide all HRM Services with due care, skill and attention.
- (b) To the maximum extent permitted by law, any term, condition, guarantee or warranty which would otherwise be implied into these Terms is excluded.

### 7. Privacy

- (a) The Supplier may collect your personal information (as defined in the *Privacy Act 1988 (Cth)*) to provide you with the HRM Service.
- (b) The Supplier will disclose your personal information to RAC and you consent to such disclosure. RAC will treat your personal information in accordance with its Privacy Policy located on [www.rac.com.au/privacy](http://www.rac.com.au/privacy).
- (c) The Supplier may have to disclose your personal information to other third parties who assist with the provision of the HRM Service.

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- (d) If you don't provide the information requested, the Supplier may not be able to provide the HRM Service.
- (e) You may request to access the information collected by contacting the Supplier on 1300 655 057.

### 8. Bookings via website

- (a) To use the Website and make a Booking, you must first agree to these Terms.
- (b) You accept these Terms by clicking accept/agree to the Terms.
- (c) Notwithstanding clause 8.(b), you may not accept the Terms or access the Website if:
  - (i) you are not of legal age to form a binding contract with the Supplier; or
  - (ii) you are a person barred from entering into contracts under legislation, in which case, you must immediately leave the Website.
- (d) You confirm that you are at least 18 years of age and possess the legal authority to use the Booking System in accordance with these Terms. You also agree that all information supplied by you in using the Website and the Booking System will be true and accurate at all times.
- (e) If you do not understand any part of the Terms you should seek independent legal advice.

### 9. Booking System

- (a) To make a Booking you must use the Booking System to request a Booking. You will receive a Booking confirmation, that constitutes the contractual relationship between you and the Supplier that you are deemed to have entered for the provision of the HRM Services.
- (b) You can request a preferred booking window. The Supplier will take your preference into account when facilitating the HRM Service, however a specific booking window cannot be guaranteed and will depend on availability.
- (c) If the requested Booking cannot be facilitated, the Supplier will arrange an alternative time for the HRM Service with you.
- (d) Once a booking window is confirmed the Supplier will make all efforts to attend within this window, however cannot guarantee that the Supplier will arrive within this timeframe. Should this be the case, the Supplier will contact you to advise.
- (e) The coordination and booking of HRM Services can only occur via the Booking System on the Website or via phone call to the Call Centre.
- (f) The Booking System is provided on the Website to enable you to make legitimate Bookings and for no other purposes.
- (g) Any speculative, false or fraudulent Booking is prohibited. You agree that the Booking System will only be used to make legitimate Bookings for you or another person for whom you are legally authorised to act. You acknowledge that abuse of the Booking System may result in you being denied access to the Booking System.
- (h) The Supplier has the right at any time to add, change or withdraw functions available on the Website at its own discretion.

### 10. Dispute Resolution Policy

- (a) The Supplier will use reasonable endeavours to resolve any dispute concerning the use of the Website.
- (b) The Supplier will use reasonable endeavours to resolve any dispute concerning the delivery of the HRM Service and should be given an opportunity to inspect the Goods or HRM Service and may need to do so to deal with any dispute.

### 11. Indemnity and Liability

- (a) You agree to indemnify the Supplier, on demand, against any claim, action, damage, loss, liability, cost, charge, expense or payment which the Supplier may pay, suffer, incur or are liable for, in relation to any act you do or cause to be done, in breach of these Terms.
- (b) The Supplier will not be liable to you in contract, tort or equity in relation to any direct, indirect or consequential loss you incur in relation to the contents or use of or reliance on the contents of the Website.
- (c) To the extent permitted by law, GHR will not be responsible and will be excluded from all liability, for any loss or damage whatsoever (including personal injury, loss of life and damage to property) that you or another person may suffer in connection with the offer, advice or supply of (or default in supplying) the HRM Services.
- (d) You acknowledge and agree that some of the Site Content may be provided by way of blogs or comments made by other users of the Website, and that the Supplier does not accept any liability for the accuracy of such information or your reliance on the same. The Site Content is provided to you as general information only and is not intended to substitute or replace the advice of a duly qualified professional (where applicable).

### 12. General

- (a) The laws of Western Australia govern these Terms.
- (b) A term or part of a term in these Terms that is void, illegal or unenforceable may be severed from the terms and the remaining terms continue in force.
- (c) The Supplier may subcontract some or all of the HRM Service.
- (d) The Supplier reserves the right to amend these Terms and any changes will take effect from the date of notification.
- (e) Any notice requires to be served on a party may be served personally, sent by email or letter addressed to that party at the party's address specified in the Service Invoice.

### 13. Interpretation

In these Terms:

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- (a) **Additional Services** means services provided by the Supplier which are in addition to and are distinct from the HRM Services originally contemplated. For the avoidance of doubt, Additional Services are considered to be those extra services requested by you once the Supplier arrives at your property and are not simply changes or variations to those HRM Services originally contemplated.
- (b) **Area Wide Disruption to Essential Services** means where essential services in an area are disrupted or affected due to an event or incident, including where there is a power blackout affecting a street or suburb caused by electricity lines or the local electricity grid being down due to a major storm.
- (c) **Authorised Service Agent** has the meaning given in section 4(c)(i)B.
- (d) **Booking** means booking made by you on the Website for the provision of HRM Services.
- (e) **Booking System** means online system which enables you to make a Booking.
- (f) **Defect Notice** has the meaning given in section 4(a).
- (g) **Estimate** has the meaning given in section 3.1(a).
- (h) **HRM Service** means the services described in section 2, and will include Additional Services when the context so requires.
- (i) **HRM Service Provider** has the meaning given in section 2.1(b).
- (j) **Goods** means any materials, parts, appliances or equipment purchased from the Supplier by the Customer as part of the provision of the Services.
- (k) **GST** means a tax imposed under the *A New Tax System (Goods and Services Tax) Act 1999* (Cth).
- (l) **Major Disasters** include earthquakes, tornadoes, hurricanes or cyclones, explosions, fire, flood, political or industrial disturbances, riots or civil commotion, tsunami, tidal wave, storm surge, landslide, acts of terrorism or war and use, existence or escape of any nuclear or radioactive material, any biological chemical, nuclear pollution or contamination, , or any other event that either or both of RAC and the Insurance Council of Australia declare as a major disaster or catastrophic event.
- (m) **Manufacturer's Warranty** has the meaning given in section 4(c)(i)B.
- (n) **Quote** has meaning given in 3.1(c).
- (o) **Materials** means any products purchased by the Supplier as part of the installation and/or repair of the Goods.
- (p) **RAC** means The Royal Automobile Club of W.A. (Inc), RACWA Holdings Pty Ltd (ACN 008 985 877) and its subsidiaries and includes their officers, employees and agents.
- (q) **Scope** has meaning given in 3.1(b)
- (r) **Site Content** means the word and images on Website.
- (s) **Supplier** means Global Home Response Pty Ltd as Trustee for Global Home Response Unit Trust (ABN 96 350 743 6000) including its officers, employees and agents and where the context so requires, the HRM Service Provider.
- (t) **Warranty Period** has the meaning given in section 4(a).
- (u) **Website** means the RAC online pages related to the HRM Service or the Supplier's online pages required for Bookings.
- (v) **Terms** means these terms and conditions.