



Filtered Homes - Terms and Conditions

1. Definitions

- 1.1 "Customer" refers to any individual or entity purchasing goods or services from Filtered Homes, as detailed in any Quotation, Sales Agreement, Invoice, or related document.
- 1.2 "Filtered Homes" refers to the company providing goods and services related to water filtration systems.
- 1.3 "Goods" include all water filtration products and related items supplied by Filtered Homes.
- 1.4 "Services" refer to any installation, maintenance, or associated work provided in connection with the Goods.
- 1.5 "Price" refers to the agreed cost of Goods and Services, subject to clause 4.

2. Compliance with Consumer Laws

- 2.1 Nothing in these Terms and Conditions excludes or limits rights provided under the **Australian Consumer Law (ACL)** or any other applicable state and federal consumer protection laws.

3. Acceptance of Terms

- 3.1 Placing an order or accepting Goods from Filtered Homes constitutes acceptance of these Terms and Conditions.
- 3.2 Where multiple parties act as the Customer, they are jointly and severally responsible for all obligations under these Terms.
- 3.3 Amendments to these Terms require written agreement from Filtered Homes.
- 3.4 These Terms take precedence over any alternative conditions the Customer may seek to impose.
- 3.5 Filtered Homes may engage subcontractors for installation and take steps to ensure their competence. Claims regarding third-party installers should first be directed to the installer before involving Filtered Homes.
- 3.6 Filtered Homes reserves the right to substitute comparable components in Goods where necessary, with prior notice to the Customer.
- 3.7 No representative or agent of Filtered Homes is authorised to vary these Terms unless confirmed in writing by an authorised manager.



4. Price and Payment

4.1 Prices are as stated on invoices, quotations, or the current price list at the time of order.

4.2 Prices may be adjusted due to changes in taxes, supplier costs, or unforeseen additional installation expenses.

4.3 A deposit is required prior to installation.

4.4 Payments must be made immediately upon completion of the work.

4.5 Accepted payment methods include bank transfer, credit card (with applicable surcharges), and other methods agreed upon.

4.6 GST and other applicable taxes are additional unless specified.

5. Delivery and Installation

5.1 Delivery is completed when:

- The Customer receives the Goods at a designated location.
- The Goods are installed at the Customer's site.
- A nominated carrier collects the Goods.

5.2 Delivery costs may be additional unless otherwise agreed.

5.3 Customers must ensure access for delivery and installation. Any failed delivery attempts due to inaccessibility may incur additional charges.

5.4 Installation timelines may be extended due to factors beyond Filtered Homes' control, including but not limited to:

- Delays in material supply
- Adverse weather conditions
- Unexpected site conditions requiring additional work

5.5 Filtered Homes is not liable for any delays due to external factors.

5.6 Estimated delivery dates are provided as a guide and are not legally binding.

6. Customer Responsibilities

6.1 Customers acknowledge that Goods should be installed and maintained as per manufacturer guidelines.

6.2 Performance of filtration systems may vary depending on municipal water quality and site conditions.



6.3 Customers must ensure their premises are suitable for installation, including compliance with relevant plumbing standards.

7. Ownership and Risk

7.1 Risk in the Goods passes to the Customer upon delivery or installation.

7.2 Ownership of Goods remains with Filtered Homes until full payment is received.

7.3 Filtered Homes reserves the right to reclaim Goods if payment is not made as agreed.

8. Defects and Warranty

8.1 Customers must inspect Goods upon delivery and report any defects within three (3) days.

8.2 Filtered Homes warrants its Goods and Services for:

- **Whole-home filtration systems:** 24 months
- **Under-sink reverse osmosis systems:** 12 months

8.3 Warranty claims must be submitted with proof of purchase and relevant evidence of the defect.

8.4 Warranty is void if:

- Goods are not maintained as per provided instructions.
- Unauthorised repairs or modifications are made.
- The installation was performed by an unlicensed technician.

9. Cancellations and Refunds

9.1 Filtered Homes reserves the right to cancel an order before delivery and will refund any payments received.

9.2 Customers cancelling an order after acceptance may be liable for costs incurred up to that point.

9.3 Custom or special-order items cannot be cancelled once production has begun.

9.4 Refunds are provided in accordance with **Australian Consumer Law** but are not granted for change of mind.

10. Liability and Indemnity

10.1 Filtered Homes is not liable for indirect or consequential losses due to use of Goods, delays, or installation issues beyond its control.

10.2 Maximum liability for any claim is limited to the value of the Goods purchased.



10.3 Customers agree to indemnify Filtered Homes against claims arising from misuse of Goods.

11. Customer Referral Program

11.1 Existing Customers may refer new customers under the Filtered Homes Referral Program.

11.2 Referral rewards are issued only when a referred Customer completes the purchase and installation of a **whole home filtration system**.

11.3 The reward for each successful referral is one free sediment cartridge, provided six months after installation when the sediment filter is due for replacement.

11.4 Rewards are non-transferable and cannot be exchanged for other products or services.

11.5 Filtered Homes may modify or discontinue the Referral Program at any time.

12. General

12.1 These Terms are governed by the laws of **Western Australia**.

12.2 If any provision is found unenforceable, the remainder of the Terms remains in effect.

12.3 Filtered Homes may update these Terms at any time, with changes applying to future transactions.

Contact Details for Warranty Claims & Customer Support:

- **Email:** sales@filteredhomes.com.au
- **Phone:** 08 6615 7043
- **Website:** www.filteredhomes.com.au

By purchasing from Filtered Homes, you acknowledge and agree to these Terms and Conditions.