

Terms & Conditions

Romax Electrical | Blue Mountains, NSW

This page outlines the Terms and Conditions of choosing Romax Electrical for your electrical services. By booking our services, you agree to the following conditions.

1. Safety Requirements

Your safety and ours is our highest priority.

Romax Electrical reserves the right to request a safe and secure working environment at all times.

- Please ensure clear, unobstructed access to the areas where work will be performed.
- If there are guests, family members, or visitors on-site, they must maintain a safe distance from the work area.
- **Pets:** All dogs must be secured in a separate area before work commences.
 - This is non-negotiable.
 - If safety concerns arise regarding pets, our team may refuse to complete the job, and a call-out fee of **\$140.00** will apply.

2. Materials Ownership

Unless otherwise agreed in writing, all materials and fixtures supplied by Romax Electrical remain the property of Romax Electrical until full payment for the work has been received.

- Clients may choose to supply their own materials; however, if we supply the materials, ownership does not transfer until the final invoice is paid in full.
- If a client-supplied item is faulty or incompatible and cannot be installed, Romax Electrical reserves the right to charge for the labour and time involved in attempting installation.

3. Payment Terms

- All invoices must be paid in full on the day of job completion unless prior written agreement has been made.
- No 30-day accounts or extended payment plans are available for domestic clients.
- For jobs quoted at **\$1,000 or more**, a deposit may be required before work commences to cover the cost of materials.

4. Returns, Refunds, and Faults

Romax Electrical does not generally offer refunds for completed work.

However, we are committed to quality and customer satisfaction:

- If the workmanship is found to be inadequate, we will return to amend or repair the work at no extra cost.
- Work that has been tested and confirmed operational at the time of completion is considered final.
- Faults discovered after completion must be reported immediately.
 - If a device or fitting fails within the warranty period and was supplied by us, we will manage the replacement or repair at no labour cost to you.
 - If the fault is found to be due to misuse, customer-supplied faulty materials, or damage unrelated to our workmanship, a call-out fee of **\$140.00** will apply.

Important:

Please allow Romax Electrical the opportunity to inspect and rectify any issues before engaging another tradesperson. Engaging a third party before inspection may void any warranty or rectification obligation.

5. Warranty Information

- Products supplied by Romax Electrical are covered by a **12-month manufacturer's warranty**.
- If a product fault occurs after the 12-month warranty period, it will be treated as a new installation at the customer's expense.
- Our workmanship is tested and verified at the time of installation.
 - If any issues are found during the final inspection, they are corrected immediately.

6. Client-Supplied Materials

You are welcome to supply your own fixtures and appliances (such as fans, ovens, lighting, cameras, and intercoms).

However:

- We accept no responsibility for the quality, functionality, or compatibility of customer-supplied products.
- If an item is faulty or cannot be installed, you will still be charged for the attempted installation time.

7. Refusal of Work

Romax Electrical reserves the right to refuse service to:

- Clients who display abusive, aggressive, or inappropriate behavior
- Properties deemed unsafe for work
- Clients who fail to pay invoices in a timely manner

We reserve the right to refuse work at our discretion without the obligation to provide detailed reasoning.

8. Emergency Call-Outs

Emergency call-out services are available.

- Response times may vary depending on availability and current workload.
- In the event of an emergency where immediate help is not available, please call Emergency Services (000).

Emergency call-outs incur a separate call-out fee **starting from \$140.00 + GST.**

Final pricing depends on the nature, location, and urgency of the call-out and will be discussed at the time of booking.

9. Service Area

Romax Electrical primarily services the Blue Mountains region. We may decline service requests outside this area during peak periods.

When requesting a quote, please clearly state your location.

10. Contact and Fault Reporting

For the fastest response regarding faults or urgent issues:

- Call **0422 190 603** — leave a voicemail or text message if unanswered.
- Alternatively, email **power@romaxelectrical.com** with the subject line “Fault Report” or “Refund Request”.

We aim to respond to all enquiries within **24 hours** during business days.

Thank You

At Romax Electrical, we are committed to delivering exceptional service and quality workmanship.

We appreciate your understanding of these terms and conditions, designed to protect both our clients and our team

— and ensure every project is handled professionally, safely,
and fairly.

Ready to Work With Us?

PH: 0422 190 603

Michael Dennis
CEO ROMAX ELECTRICAL