



JVG Sound Lighting & Visual Pty Ltd Terms & Conditions

Hereunder referred to as "JVG"

- A. Any problem found by a client after JVG staff or appointed sub-contractors have left any job site must be reported in writing to JVG within 24 hours of the job being completed and signed by the client to acknowledge job is completed.

Please refer to admin@jvgsound.com.au

- B. COD means payment by cash, EFTPOS or credit card on the date work is carried out and must be paid to a JVG representative on the day of the job's completion. A JVG representative can issue a temporary invoice on the spot and a company invoice will be posted by JVG accounts department on the next working day.

COD applies in all instances where the customer does not have an authorised 14-day JVG trading account. Credit card fees will apply to credit card payments.

For those holding a credit facility with JVG, please note the following terms: all invoices are 14 days from the date the job is undertaken, and all late payments will incur 3% penalty interest fee, accrued daily.

- C. Extra expenses chargeable:

Hardware, sundries, consumables, car parking, working platforms and daily allowances are all charged out.

- D. JVG acknowledges its commitment; responsibility and warranty with any install and or repair work it, or its appointed sub-contractors, undertake on its behalf.

JVG warrants installations for 12 months.

All warranty work is "back to base" i.e. if JVG had to remove and reinstall any warranty items, this cost will be on-charged to the goods owner. If freighting warranty items to and from the JVG office this will also be at the cost of the owner.

All product warranty is as per the product manufacturer's terms and provided the product has been used for the purpose it was intended for.

All JVG staff and/or sub-contractors are highly skilled professionals in their field and comply with the JVG work practice standards and work method statements.

Please note that JVG warranty terms and conditions apply in all instances.

Due to job specific scope of works, Schedule A – Exclusions & Warranty Terms are available upon request to admin@jvgsound.com.au / 07 5599 1222.*

- E. Travel time will be charged and is chargeable to all jobs and in all circumstances including venue repairs, call outs and installations.

F. JVG business hours and rate terms are as follows (per technician, per day):

| Category | Hours | Rate Terms |
|------------------------|---|--|
| Normal Hours | 6am to 6pm Monday – Friday (excluding Public Holidays) | First 8 hours – normal rates |
| | | 8 to 10 hours – time and a half |
| | | 10 to 12 hours – double time |
| Night Hours | 6pm to 6am Monday – Friday (night works not available weekends or Public Holidays) | Double time |
| Public Holidays | All recognised Public Holidays including those that fall on a weekend | Double time and a half for travel, fault finding and repair time |
| Saturday | 12:01am Saturday to 12am Sunday | Time and a half |
| Sunday | 12:01am Sunday to 6am Monday (except for any Mondays which are public holidays) | Double time |
| Phone and Text Support | Charged in 15-minute increments, per the applicable hours and their corresponding rate terms as outlined in this table above and the technician hourly rates table in item J. | |

All charges will be passed on to the client, including already quoted jobs, should circumstances change and require or request JVG technicians to work over quoted hours for any reason, including delays caused by other trades. All quotes, unless specified, are quoted for normal hours between 6am and 6pm Monday – Friday only.

NOTE: We do not open for business or attend callouts on Christmas Day, Boxing Day, Good Friday or Labour Day. Any callouts logged on these days will be carried over and attended to the next working day. **Please note our 24-hour emergency breakdown support line is only available over holiday closure periods (Christmas and Easter) to existing clients for EMERGENCY breakdowns only.** All requests for assistance/attendance to site must be submitted in writing to admin@jvgsound.com.au and if your venue issues purchase orders, a company purchase order number must be included in your written request.

- G. JVG will not be held liable or responsible for any loss of income or consequential loss or loss of profit from the breakdown of audio, sound, lighting, security and alarm systems caused by the following, but not limited to: electrical failure including a surge or spike; interference by any unauthorised persons other than a nominated JVG representative; vermin/insect infestations; smoke, fire or water damage including spilled liquids; storm damage, earthquakes, humidity, salt air corrosion, gradual deterioration including wear and tear, rust corrosion, accidental damage caused by or as a consequence of building work, Union holidays/strikes; renovations; war or acts of terrorism; force majeure (unforeseen circumstances that prevent JVG from fulfilling its obligations). These form a part of the comprehensive JVG terms and conditions and exclusions.
- H. All or any items removed from premises by JVG (other than those under JVG warranty) for repair will be covered by the client under their business content insurance, JVG does not undertake to insure goods belonging to other persons at any time.

- I. If in good faith JVG arranges to replace any item by way of hire/loan or contra to any person/venue whilst this person/venue's goods are with JVG for repair, then these JVG goods will be the responsibility of the venue/person. This includes any JVG goods stolen or damaged during this loan/hire or contra time. All such incidents will be reportable to the police and covered by the person/venue's insurance policy and a claim made on behalf of JVG accordingly.
- J. Technician Hourly Rates (the following applies to all work including quoted jobs, existing and new clients):

| | |
|------------------|--------------------------|
| JVG Technician | \$110.00 per hour ex GST |
| JVG Programming | \$160.00 per hour ex GST |
| Bench Technician | \$110.00 per hour ex GST |

NOTE: See item F. for complete breakdown of how rates are charged for normal hours and out of hours. Applicable from 1/2/2020.

- K. Call Out Fees:

| | |
|-----------------------------------|-----------------|
| Coolangatta / Tweed | \$90.00 ex GST |
| Gold Coast | \$100.00 ex GST |
| Brisbane / Byron Bay | \$110.00 ex GST |
| Northern / North Eastern Brisbane | \$120.00 ex GST |

*JVG Sound Lighting & Visual's Terms & Conditions, Schedule A - Exclusions & Warranty Terms & Pricing (Rates) can change at any time without prior notice.