

## Electronic Procedure

1. Send an email listing your contact details and attach your plans for an initial quote
2. We will email you a quote with expected turnaround times the same day of receipt
3. Download our checklists from the website so that you can ensure all the required information is detailed on your drawings
4. Once your drawings are complete, email us with your electronic plans – please ensure you include:
  - Plans in dwg or dxf format
  - Plot pen tables to be provided if dwg files are sent
5. If the plans do not pass, we will issue a Fail Report via email advising several options for alterations needed for the design to comply
  - If changes are required, amended plans incorporating the agreed alterations are to be reissued by email
  - We can provide the service of updating your plans with any required upgrades or missing information at an additional charge - you will need to provide us with dwg files in this instance
6. Stamped plans will be returned via email within the agreed time frame

## Hard Copy Procedure

1. Fax or post your plans for an initial quote, including all your contact details
2. We will return a quote with expected turnaround times the same day of receipt
3. We can fax or post checklists to you so that you can ensure all the required information is detailed on your drawings
4. Once your drawings are complete, mail 3 sets of plans to our office including a stamped self addressed envelope.
5. If the plans do not pass, we will issue a Fail Report via fax or phone advising several options for alterations needed for the design to comply with the relevant energy planning requirements.
  - If changes are required, amended plans will need to be reissued and another 3 sets mailed to our office
6. One set of stamped plans will be returned within the agreed time frame

## Terms & Conditions

Jobs are usually completed and returned within 3 days from the time that all required information is received. Jobs specifically requesting priority processing, must be received before 12 noon and will be returned the following day. Priority processing incurs an additional fee of \$50.

For hard copy priority processing, the client should arrange for a courier to collect from our offices by 5pm the day following receipt of plans. If required, we can arrange a courier at an additional charge.

All amendments, updates, requests and responses to fail reports must be received in writing to comply with ABSA's Code of Practice.

Once work has commenced on a job, any changes requiring additional work will incur an additional charge. Please advise us as soon as possible to any changes so that we can reduce the costs involved in additional work. We have the right to renegotiate a higher fee if the work on the project extends beyond the understood scope of works.

Invoices will be issued via email or post upon return of single or batch jobs. Invoices should be paid within 14 days of receipt by direct credit to our account. Invoices which remain unpaid after 21 days will be reissued incurring an additional charge of \$20. Fees are not subject to approval of Authorities or any other reason.

It is the client's responsibility to ensure all information is included correctly; no responsibility will be taken by us for any omissions or errors which result from inaccurate or incomplete information provided by the client.

We maintain the right to subcontract work out in order to meet deadlines. If other consultants are used we are only responsible for integrating their services rather than for the accuracy or completeness of such services. Any claim for liability would need to be taken up directly with the sub-consultant.

Quotes are valid for a period of 4 weeks. After this period prices and terms can be re-negotiated. All prices quoted are excluding GST.