



QUOTATION

1. The attached quotation is valid for 30 Days and may be subject to alteration after this date.
2. By accepting this estimate the customer agrees that all information contained is true and correct, and that any alterations / variations by the customer may affect the final price.
3. The Customer is to make available all plans, details, and specifications in order for ACOL to verify the selection of materials. Selection of glass etc. in accordance with relevant codes, remains the responsibility of the Customer. Acceptance of quotation implies that the Customer accepts the glass and other materials suggested as being fit for purpose for their application.
4. Dispatch dates and/or installation dates are approximate only; failure to meet any dates shall not void the contract or render ACOL liable for any damages, costs, loss, or expenses which may result from delays.
5. ACOL shall not be liable for any damages, including, but not limited to, delays caused by shipping, material and/or labour shortages, industrial actions, Covid related delays, workplace incidents, weather, or any other causes beyond reasonable control. ACOL does not accept any liquidated damages nor agrees to any retention of payments.
6. All materials and components remain the property of ACOL until such time as all outstanding amounts owing are paid in full.
7. If the Customer fails to remit payment in accordance with the terms agreed to in the contract of sale ACOL retains the right to enter the Customer's property without notification, and recover all goods documented in this estimate.
8. If the goods have not been paid for in full the Customer indemnifies ACOL from any expense, loss or costs incurred as a result of reclaiming product, including third party costs.
9. This agreement shall be construed and interpreted pursuant to the laws of the State of Victoria.

PRICING

10. Please note: This estimate may include several differing options which will be detailed and priced individually. When evaluating this quote, only include pricing for options you require.
11. Average lead time 2-3 weeks unless advised otherwise; confirmation of flashing colour, windows orientation, glass specifications are required prior to Order; variations may change the lead time and final price. PRICING IS SUBJECT TO SITE INSPECTION/MEASURE.
12. All windows/skylights to be manufactured in "Portrait" style: long-side down the fall of the roof, with hinges on the top short side; unless otherwise specified as "Landscape" (potentially at additional charge).
13. All exterior flashing is standard in Zinalume. Colour matching is limited to nearest standard Colorbond option; colour-match pricing is based on standard Colorbond range.

PAYMENT

14. A 50% deposit is required upon acceptance of this estimate unless otherwise agreed to by ACOL in writing. The Customer will be notified of any variations asap.
15. Once the deposit is paid, all estimates are subject to verification by both ACOL and by the Customer within 1 business day. Should any price variations be required (for example after Site Measure), ACOL undertakes to notify the Customer as soon as reasonably possible. The customer then has 1 further business day to review the variation cost. If the Customer then decides not to proceed with the project the deposit will be fully refunded, minus any costs incurred (such as preliminary design and site inspection fees). Otherwise, the project will be deemed to be in production and the deposit will become non-refundable.



16. Balance of payment must be made on the day of dispatch, or in line with terms previously agreed in writing between ACOL and the Customer.
17. Failure to remit payment in terms with these conditions may result in additional charges being levied against the Customer, including the recuperation of costs involved in recovering outstanding debts, and fees resulting from any dishonoured payment.

DELIVERY

18. Delivery charges will apply unless the estimate clearly states, "Delivery Included".
19. Some roof window sizes dictate that delivery will need to be made by pallet. Facility at the receiving end must be capable to accommodate this. Please advise if this is not possible.
20. Some roof window sizes require a shipping CRATE; The customer will be advised on the additional cost for the crate. Facility at the receiving end must be capable to unload the crate.
21. Delivery does not include craneage to roof. Crane is for the customer to organise. Usage of ACOL crane truck and glass lifter for install is at extra charge (subject to availability/suitability).
22. Upon receipt the items must be inspected immediately by the Customer. ACOL is to be notified of any transport damage immediately. ACOL will require notification, pictures, and description of the visible damage within 2 business days from delivery. After 2 business days any damage will be assumed to have taken place while the unit was in Customer's care.
23. The Customer is NOT authorised to return the shipment for any reason (including transport damage) without pre-approval by ACOL in writing.
24. ACOL is to decide whether any transport damage can be repaired or whether replacement of any of the parts or the complete unit are required. Any transport damage will be rectified accordingly and does NOT cancel the Purchase Agreement.

WARRANTY

25. The products are covered by a limited warranty for a period of 24 months from the dispatch date; ACOL guarantees the workmanship and the use of A-Grade materials.
26. The warranty on any electrical components is 12 months.
27. Glass is EXCLUDED from warranty: customer is to inspect for chips / cracks within 7 days after dispatch / installation. Glass damage beyond that is deemed to have been caused on-site while the unit was in customer's care.
28. The Warranty covers for replacement / repair of the faulty part on a supply-only basis; it does not include un-install & reinstall of complete units, nor any on-site work to roof or ceiling.
29. Acol assumes NO responsibility for any subsequent damages such as project delays, damage to plaster, paint, flooring, or furniture; additional labour or site visit by Trades etc.

RETURNS

30. CUSTOM build units can NOT be returned for a refund to ACOL.
31. STANDARD systems can ONLY be returned to ACOL after clear pre-approval in writing. ACOL reserves the right to decline any requests for returns, including change-of-mind, ordered incorrect colour, roof type, or size, over-ordered quantity etc. Please note our Returns Policy:
 - a. STRICTLY 7 Day - Return Policy;
 - b. Return shipping cost are responsibility of Buyer;
 - c. 20% Inspection & Restocking fee;
 - d. ACOL reserves the right to refuse any refunds for items that are damaged upon return (including transport damage during the return shipment), or deduct a reasonable repair charge of the refund amount



INSTALLATION

32. All estimates are for Supply Only. No inclusions for installation unless clearly specified. Any installation charges are due within 7 days of completion.
33. ACOL Installers or sub-contractors will be supplied with all necessary access, nearby parking, and power to complete the installation procedure at no expense.
34. ACOL will provide SWMS which must be approved by Buyer prior to install.
35. It is the responsibility of the Customer to ensure that there is both sufficient site access and clearance for the installer and for the products to be delivered, unloaded, and installed safely.
36. It is the responsibility of the Site Controller to ensure that there is sufficient fall protection provided where the installer is required to work at heights. Clarification of site-specific requirements should be sought from ACOL prior to the scheduled installation date.
37. During the installation, the site around the installation is to be kept clear at all times. No other contractors or staff are to work near or under the skylight, nor utilise the installer's equipment or interfere in any way with the installation.
38. Some installations may require the supply of site/roof plans to ACOL prior to confirmation of order. Plans and site access details / pictures are to be supplied on request of ACOL.
39. Customer to advise if installation above ground floor level at least 1 week prior to installation; customer is responsible for providing sufficient scaffolding, roof rails, manpower and or lifting equipment where required. ACOL will provide SWMS and advise on additional requirements.
40. If skylights require to suit BAL ratings, the customer must specify this at the time of Request For Quote (RFQ). ACOL can produce compliant products, which then also must be installed in line with approved methodology, and may require addition ember guard, or similar, to ensure compliance. In this case the Estimate is for "Supply Only" and the customer is to seek compliance certificates from his certified roofing contractor.
41. Specular Skylight installation are preferred to be scheduled after plastering and painting has been completed. Please confirm with Acol Skylights if in doubt.
42. For Roof Window installations, the Site Builders are NOT to frame out open shafts prior to skylight installation - Site Installation to be performed prior to the completion of plastering.
43. Plastering is to be as per ACOL drawings and not interfere with the skylight or be prone to condensation damage. Plastering edge MUST be at least 10mm short from touching the glass.
44. Installation of roof windows to roof level only - No interior finishing included in estimate
45. NO Installation can occur across roof 'valleys' or 'ridges'.
46. Installation does NOT include side-flashing of hob, over-flashing, or any other roofing works.
47. Site Builders to leave sufficient roof and ceiling clearance for skylight/window installation - No obstructions such as solar panels, cooling units or electrical cables, waterpipes etc can impact location where the skylight is to be installed.
48. Please confirm there is sufficient clearance between roof supports for installation of skylights required. Clearance between supports/trusses must be at least skylight size. ACOL installers will not undertake any structural carpentry works (eq not modify your roof structure).
49. All electrical connections and wiring require a licensed tradesperson to complete; to be engaged and paid for by the Customer. All electrical components such as motors, controls, and rain sensor are "Supply Only" - no connections included.
50. In the case that the Customer fails to notify ACOL that the site will not be ready for installation, at least 2 working days prior to the scheduled installation date, ACOL may, at its discretion, levy a reasonable installation rescheduling charge to the Customer.
51. If the Installer arrives on-site to find that installation cannot take place due to customer error, ACOL will charge a \$250.00 futile installation charge plus any travel/delivery cost.

For further information on ACOL products visit www.handiliteskylights.com.au