



# LUXEND CUSTOMER SERVICE POLICY

Customer Terms and Conditions  
for Using Luxend Services -  
Effective from 01 September 2025

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Think High-End. Think Luxend.



## 1. Purpose

This policy outlines Luxend's commitment to delivering safe, high-quality, and professional services across. It sets out our standards for service delivery, client communication, environmental care, and legal compliance in accordance with Australian Consumer Law and industry best practice.

## 2. Scope

This policy applies to all Luxend operations, employees, contractors, and subcontractors engaged in the provision of:  
- Residential and commercial, business and public spaces

## 3. Our Commitment

Luxend is committed to delivering workmanship that meets or exceeds Australian Standards (AS/NZS), using eco-friendly materials, acting with integrity and professionalism, maintaining fair pricing, and ensuring full compliance with WHS and Environmental Protection regulations.

## 4. Quality Assurance and Workmanship Guarantee

The warranty period is one week after the job completion. Issues within the warranty period will be rectified promptly at no cost unless by outside factors and misuses. We recommend a prompt inspection after job completion to ensure about the quality of service.

## 5. Health, Safety, and Environmental Responsibility

Luxend ensures all work is conducted safely and responsibly under the WHS Act 2011 and OHS Act 2004 (Vic). All workers use PPE, handle materials safely, and dispose of waste under EPA Victoria guidelines.

## 6. Site Access, Preparation, and Client Responsibilities

Clients must ensure safe access, remove personal items, provide utilities, and notify Luxend of any hazards. Unsafe conditions may lead to work suspension until rectified.

## 7. Materials and Product Use

Luxend sources quality materials compliant with Australian Standards. Clients may request preferred brands, which will be confirmed in writing. Surplus materials remain the property of Luxend unless agreed otherwise.

## 8. Pricing, Deposits, Variations, and Payment Terms

Quotes are valid for 14 days. Deposits (up to 30%) may be required before commencement. Variations must be approved in writing. Payment is due as invoiced. Late payments may incur charges. Cancellations within five (5) business days of the start date may incur a 15% cancellation fee or cover actual costs incurred. Deposits may be retained to cover labour or materials already committed. Weather or uncontrollable delays will result in rescheduling, not additional charges. Invoices are due within seven (7) days of issue unless otherwise stated. Late or unpaid invoices may result in suspended services or administrative fees.

If any invoice issued by Luxend remains unpaid beyond the stated due date, the following late payment charges shall apply:

- For invoices under AUD 500, a fixed late fee of AUD 50 will apply if payment is delayed for more than one (1) month, with no right to dispute this amount.
- For invoices between AUD 500 and AUD 5,000, a 12% late payment charge will apply if payment is delayed for more than one (1) month, with no right to debate or contest the amount.
- For invoices over AUD 5,000, if payment is delayed for more than two (2) months, a 15% late payment charge will apply, and after four (4) months, in addition to the 15%, all collection, legal, solicitor, and court fees related to recovery of the overdue amount shall be fully payable by the customer.

Luxend reserves the full legal right to pursue any overdue payments through debt recovery or legal action without further notice. All fees and charges applied under this clause are final and non-negotiable.

## 9. Communication and Client Relations

Luxend maintains clear and respectful communication with all clients. Updates on job progress and variations are provided promptly. Complaints are reviewed within 3-5 business days and may be escalated to Consumer Affairs Victoria if unresolved.

## 10. Insurance and Liability

Luxend maintains Public Liability Insurance (\$20M), Workers Compensation, and equipment coverage. Liability is limited to the service value, excluding indirect or consequential losses.

## 11. Professional Conduct and Site Behaviour

All Luxend representatives must act courteously, avoid misconduct, maintain clean sites, and respect client property, neighbours, and the public.

## 12. Confidentiality and Data Protection

Client data and pricing are confidential and managed in line with the Privacy Act 1988 (Cth). Subcontractors are also bound by confidentiality agreements.

## 13. Weather and Unforeseen Delays

Outdoor work may be delayed due to unsafe weather. Luxend will reschedule at the next available time and is not liable for weather-related delays.

## 16. Compliance and Ethical Standards

Luxend complies with Australian Consumer Law, Fair Work Act, Equal Opportunity Act, and Environmental Protection Regulations. Discrimination and unethical conduct are not tolerated.

## 16. Continuous Improvement

Luxend conducts regular training, audits, and client feedback reviews to improve performance and compliance.

## 17. Policy Review

This policy is reviewed regularly or as required by Luxend stakeholders to reflect operational growth and regulatory updates.