



HWS
Specialised Services

RETURN POLICY

We thank you for choosing HWS and appreciate your business

Changing your mind about a service

- In the event a service has been pre-paid, and the client changes their minds. They will be entitled to a partial refund. Minus \$200 to cover all administrative costs.
- If materials have been purchased and a client changes their mind regarding a service, the client will be liable for all costs.
- If a service has been booked in and the client changes their mind without 24 hours' notice, the client may be liable to still pay for that time if it causes loss to the business.

Lawn Mowing and yard tidies

- Any dissatisfaction with yard tidies and lawn mowing must be brought to the attention of HWS within 24 hours of the job being completed.
- For quoted works – if there is a complaint regarding quoted works, the issue will be rectified at no charge to the client
- For non-quoted works – any complaints regarding non-quoted works will be rectified at the cost of the client.
- Any complaints received more than 24 hours after the job is completed will not be rectified.
- No refunds will be issued for Lawn mowing and yard tidy services
- Where there is conflict and the job has not been completed satisfactorily you may be entitled to compensation in the way of a discount which must be discussed with management at HWS.

There are no guarantees or warranties that accompany Lawn Mowing and yard tidies

Landscaping

- All minor issues must be brought to the attention of HWS within 14 days after the project has been completed.
- HWS are not liable for any damage caused to gardens, edging or reticulation which is a result of misuse or mistreatment.
- If an issue arises and HWS deems it to be caused by misuse or mistreatment. The client will be billed for any time spent investigating or rectifying the issue.
- Any major faults with edging, reticulation or landscaping, which are a result of incorrect installation or construction, will be rectified at the cost of HWS
- Major Faults within a landscaping job will be covered for a period of 6 months.
- Major Faults which arise outside of the 6-month period, will be dealt with at the discretion of HWS.

- HWS cannot be held responsible for any major issues which arise from natural elements. Including ground movement.
- Some reticulation parts come with a manufacturers warranty. HWS will uphold manufacturers warranties. Which will differ between product type.
- Faulty Products which are covered under warranty will be replaced at no charge
- Reticulation repairs only cover what has been invoiced. Any further issues which arise within a reticulation system are not covered.
- Where a client is unhappy with the work completed, HWS will make attempts to satisfy any reasonable requests made by the client.
- Where a major fault occurs, the client's property will be left in a condition that makes them no worse prior to work commencing. Extra work to improve the client's yard will not be done free of charge.

Maintenance

- Faults which arise from Minor maintenance repairs will be covered for a maximum of 14 days.
- Any fault that is the result of misuse or mistreatment will not be covered by HWS.
- Due to the nature of the town environment any issues which arise as a result of ground movement will not be covered by HWS.
- Any issues caused by natural events which not be covered by HWS.
- Any minor fault that is the result of poor workmanship or an incomplete job will be rectified by HWS
- Faults which arise within major maintenance repairs will be dealt with at the discretion of HWS