Medimart

Home Modifications – Quote Terms & Conditions

NDIS, My Aged Care & Private Clients

These Terms and Conditions apply to all Home Modification quotes, proposals, and works carried out by Medimart. By accepting a quote or proceeding with any works, the client, participant, plan manager, support coordinator, or authorised representative confirms they have read, understood, and agree to the conditions set out below.

1. Quote Validity & Pricing

All quotes issued by Medimart are valid for 30 days from the date of issue unless otherwise stated in writing. All pricing includes GST and is based on current labour and material rates at the time of quoting.

Pricing may change after quote acceptance if:

- A site inspection reveals conditions that differ materially from those described at the time of quoting;
- Material or supply costs change due to factors outside Medimart's control;
- The scope of work is altered at the client's request; or
- Engineering, council, or third-party approval requirements impose additional obligations.

Medimart will notify the client as soon as practicable of any pricing changes and obtain written authorisation before proceeding with additional works.

2. Unforeseen & Hidden Site Conditions

Home modification work involves opening walls, floors, and structures. Conditions that are not visible during the initial assessment cannot be priced in advance and may result in additional costs. Medimart takes all reasonable steps during assessment to identify potential risks; however, the following conditions are excluded from original quotes unless specifically stated in writing:

2.1 Hazardous Materials

- Asbestos-containing materials (ACMs) in walls, ceilings, flooring, render, or roof spaces;
- Lead-based paint requiring specialist handling;
- Contaminated soil or subfloor materials;
- Any other material requiring specialist disposal or remediation.

If ACMs or other hazardous materials are identified during works, Medimart will stop work immediately, notify all relevant parties, and arrange for licensed testing and/or removal. All associated costs including testing, remediation, disposal, re-inspection, and any revised structural work will be additional to the original quote and require written client authorisation before works resume.

2.2 Structural & Building Defects

- Subfloor rot, termite damage, or structural timber that is non-compliant;
- Non-compliant framing requiring rectification before modifications can be installed;
- Waterproofing failure discovered during bathroom renovation works;
- Cracked or failed concrete slabs requiring remediation;
- Any structural condition requiring an engineering report or council approval not identified at the time of quoting.

2.3 Concealed Services

- Electrical wiring within walls that must be relocated;
- Plumbing pipes or gas lines in unexpected locations;
- Data or communications cabling requiring re-routing;
- Inadequate electrical supply requiring switchboard upgrades.

2.4 Access & Site Conditions

- Restricted or unsafe site access preventing delivery of materials or equipment;
- Pets, hoarder conditions, or occupant interference affecting safe work;
- Property layout requiring custom fabrication not apparent at quote stage.

Where unforeseen conditions are discovered, Medimart will provide a written variation to the original quote detailing the additional scope and cost. Works will not proceed beyond what is safe until the variation is signed by the authorised representative.

3. Variations & Scope Changes

Any alteration to the agreed scope including client-requested changes, upgraded materials, additional items, or modifications to the OT layout requires a written Variation Order signed by the authorised representative before the change is implemented.

- Variations will be priced at current labour and materials rates;
- Timelines may be extended as a result of approved variations;
- Medimart reserves the right to decline variations that would compromise safety or compliance.

4. Approvals, Permits & Compliance

Medimart will advise clients where building or council permits are required. All works will comply with the National Construction Code (NCC/BCA), relevant Australian Standards (including AS 1428), and applicable NDIS and My Aged Care guidelines.

- Works will not commence until all required approvals have been received;
- Permit and application fees are not included in the quote unless expressly stated;
- Third-party approval timelines are outside Medimart's control and may extend project durations;

- Load-bearing structural works will be certified by a licensed structural engineer (where required) electrical and plumbing works will be carried out by licensed contractors and certified on completion.

5. NDIS & My Aged Care Funding Compliance

Medimart is a registered NDIS provider. All works are carried out in line with NDIS Registration Groups 0101 (Home Modifications) and 0103 (Assistive Technology) where applicable.

- Medimart will coordinate with the participant's Plan Manager, Support Coordinator, and OT as required;
- Works will only commence upon payment in full.
- If approved funding is insufficient to cover the full scope, Medimart will notify all relevant parties and obtain written direction before proceeding;
- NDIS pricing is based on the current NDIS Price Guide. My Aged Care clients are subject to applicable Home Care Package or CHSP guidelines.

6. Client & Site Responsibilities

The client or their authorised representative is responsible for:

- Ensuring clear, safe, and unobstructed access to the work area on the scheduled date;
- Removing personal items, furniture, or obstacles that may impede works — unless removal has been explicitly included in the quote;
- Ensuring pets are secured and not present in the work area;
- Disclosing any known hazards, prior building works, or structural concerns prior to commencement;
- Providing Medimart with any relevant OT reports, building plans, or engineering assessments in their possession;
- Ensuring an authorised adult is available on-site at commencement and completion.

Additional charges may apply where Medimart staff or contractors are delayed due to site conditions that are the client's responsibility.

7. Cancellations & Rescheduling

Cancellations or rescheduling made within 48 hours of the scheduled work date may incur a cancellation fee to cover allocated labour and travel costs. Fees will be advised at time of booking.

- Where Medimart must reschedule due to our own resourcing constraints, no cancellation fee will apply;
- Rescheduling requests should be made in writing to customersupport@medimart.com.au or by calling 1300 633 063.

8. Work Health & Safety

Medimart complies with Work Health and Safety (WHS) legislation in South Australia and Victoria. Clients are asked to maintain a safe environment by restricting unauthorised access to work zones, supervising pets and children, and limiting activity near the work area.

Medimart retains the right to stop or suspend works if conditions are deemed unsafe. Where a safety stop is required due to conditions within the client's control, a re-attendance fee may apply.

9. Insurance & Liability

Medimart holds public liability insurance and contractor coverage. We are not liable for damage caused by pre-existing conditions, structural failures unrelated to our scope of works, or third-party interference.

- Medimart is not liable for delays, additional costs, or project suspension arising from unforeseen site conditions as described in Section 2 of this document;
- Our liability is limited to the cost of the works performed under the accepted quote;
- Clients are encouraged to ensure their home and contents insurance is current and covers renovation works.

10. Completion & Handover

On practical completion, Medimart will provide a formal handover including:

- Before and after photographs;
- Compliance and engineering certificates where applicable;
- Warranty documentation for products and workmanship;
- Servicing and maintenance information.

11. Optional Extras & Ongoing Servicing

Additional features such as automation, battery backup may be recommended but are only included in the quote if expressly itemised. Annual maintenance, load testing, sling audits, and compliance re-certification plans are available and can be quoted separately.

12. Product Selection & Availability

Products quoted are subject to availability at the time of order. In the event of supplier delays or discontinuations, Medimart will consult with the participant and/or OT to offer an equivalent or upgraded alternative. Material differences will be communicated in writing for approval.

13. Dispute Resolution

In the first instance, please contact our customer support team on 1300 633 063 or customersupport@medimart.com.au. If the matter is not resolved to the client's satisfaction, Medimart will engage in good-faith discussions via an external mediator or refer the matter to the NDIS Quality and Safeguards Commission or relevant funding body as appropriate.

Acceptance & Acknowledgement

By signing below or providing written acceptance of the quote or payment of the quote, the authorised representative confirms they have read, understood, and agree to these Terms and

Conditions in full, including the provisions relating to unforeseen site conditions, hazardous materials, and variation costs.

Name: _____ Date: _____

Signature: _____ Position/Role: _____