

## Terms and Conditions

### 1. INTERPRETATION

#### 1.1. In these Conditions:

- 1.1.1. **“The Company”** means Oasis Aircon Pte. Ltd.
- 1.1.2. **“The Customer”** means the person or company who purchased the Services or Good.
- 1.1.3. **“The Service”** means any service Oasis Aircon Pte. Ltd supplies to the Customer under the Contract.
- 1.1.4. **“The Quotation”** means the Company’s written quotation for the services or goods supply.
- 1.1.5. **“The Agreement”** means the contract for the provision of Service made between the Company and the Customer, including these Conditions .
- 1.1.6. **“The Goods”** means any items, units, equipment or other goods which Oasis Aircon Pte. Ltd supplies to the Customer under or relating to an Agreement.

### 2. GENERAL

- 2.1. These Conditions apply to all contracts for the supply of services or goods entered into by the Company. Neither the Customer nor the Company shall be bound by any variation or waiver of the Contract, except as agreed by both parties in writing and signed on their behalf.

### 3. QUOTATION VALIDITY PERIOD

- 3.1. Any quote is valid for three months. The three months period commences from the date of the quotation. Quotations accepted after this period may require re-quoting.

### 4. AGREEMENT STARTS DATE AND ACCEPTANCE OF TERMS AND CONDITIONS

- 4.1. Each separate agreement for service provided runs from the date that you:

- signed it;
- sent an acknowledgement via e-mail

If none of these apply to you, the agreement starts when you start taking the service or supply.

- 4.2. The Customer’s request or order for services and/or goods is accepted by Oasis Aircon Pte. Ltd when all credits checks have been completed satisfactorily.

### 5. CANCELLATION POLICY

- 5.1. **Aircon Services Cancellation Policy for One Off Jobs** – For aircon services, cancellation must be notified at least 24 hours. For cancellation less than 24 hours, a 50% at the per visit rate cancellation fee will be charged.
- 5.2. **Aircon Services Cancellation Policy for Recurring Packages** – For aircon servicing recurring service packages paid upfront, there will be no refund for the cancellation of remaining sessions.

- 5.3. In the event of client is not in the premises at the scheduled appointment time, our technician will wait for 30 minutes before considering client no show and leave. Client no show will also considered as cancellation less than 24 hours.

## 6. SCHEDULE CHANGING POLICY

- 6.1. **Aircon Services Change Policy** – For aircon services, changes must be notified at least 24 hours. For changes less than 24 hours, a 30% change fee will be charged. In the event the new session is then eventually cancelled, then the cancellation fee outlined above will apply instead.

## 7. ACCOUNTS AND PAYMENT

- 7.1. For clients who are individuals, payment is due at the end of the service. The invoice will be sent to the client prior to the service date. At the end of the service, the client should either show our technicians the PayNow or Bank Transfer proof of payment for the invoiced amount, or provide a cheque / cash for the amount specified on the invoice. Our technicians will take a photo of the payment as evidence they received it.
- 7.2. For clients who are corporations, payment is due within 15 days of the service. The invoice will be sent to the client prior to the service date. Payment shall be made through bank transfer or cheque addressed and mailed to Oasis Aircon Pte. Ltd.
- 7.3. In the event of upgrading service to package, another invoice will be sent to client and it's due together with the first invoice.
- 7.4. Late payment fees will be charged at a rate of 1.5% per month.
- 7.5. For continued non-payment, Oasis Aircon Pte. Ltd. will undertake collection action, and the costs of collection will be borne by the Client.

## 8. SERVICE

- 8.1. The Company shall carry out with reasonable skill and care the Services for the Customer as described in the Quotation and in the accompanying specification if supplied.
- 8.2. Customer requests for additional duties will be subject to an extra charge to cover the additional work and material cost.

## 9. PRICE

- 9.1. The price for the Service/Goods shall be the price set out in the Quotation.
- 9.2. In the event of upgrade to package, upgrade price will be included separately in a new quotation.
- 9.3. The estimated work hours communicated verbally or in writing is only an estimation. Technicians may take longer or shorter than the estimated time. The price quoted will remain the same regardless of the number of hours worked.

## 10. LIABILITIES & QUALITY CONTROL

- 10.1. Oasis Aircon Pte. Ltd provides for Work Injury Compensation for all its workers as laid out in the Work Injury Compensation Act (WICA).
- 10.2. Oasis Aircon Pte. Ltd's liabilities for all other loss or damage suffered by the Customer in any 12-month period and caused by an act or omission of Oasis Aircon Pte. Ltd, its employees or sub-contractors shall not exceed 200% of the value of its contract.
- 10.3. Oasis Aircon Pte. Ltd shall not be liable in any way for any loss of profits, nor shall it be liable for any indirect, consequential or special loss or damage howsoever caused and

arising from the Customer's use or possession of the Goods or benefit from the services provided by Oasis Aircon Pte. Ltd.

- 10.4. Neither party shall be liable for any delay or failure to comply with its obligation under this Agreement where such failure or delay is occasioned by any event beyond its reasonable control, including but not limited to acts of God, tropical storms, flood, fire, riot, war, inclement weather, strikes, induction action or any other reason or.
- 10.5. Oasis Aircon Pte. Ltd will assume all liability for selecting workers who are legally allowed to work in Singapore.
- 10.6. Oasis Aircon Pte. Ltd will assume all liability for the payment of CPF, provision of annual and sick leave and other worker rights to its employees.
- 10.7. In the event of any appointment cancellations, Oasis Aircon Pte. Ltd. will contact the client for a reschedule. The client can also cancel the appointment at no charge in these situations.
- 10.8. The Customer will pay for any damaged or missing equipment arising out of the customer's employees using or taking equipment that belongs to Oasis Aircon Pte. Ltd.
- 10.9. Oasis Aircon Pte. Ltd is allowed to display the Customer as part of its client portfolio.
- 10.10. Our technician may require clients to sign on digital application to acknowledge the service received.
- 10.11. Should the Customer require a service report, the Customer may approach Oasis Aircon Pte Ltd for a service report.
- 10.12. Customer has to inform Oasis Aircon Pte. Ltd within 7 calendar days from the date of service.
- 10.13. In the event that client is dissatisfied with the service rendered by Oasis Aircon Pte. Ltd., the Company will assess if it is indeed a service quality issue. In the event that it is a service quality issue, the Company will do a make up service at no additional charge. However, if the service was rendered properly to industry standard, then the Company will expect full payment.

## 11. JURISDICTION

- 11.1. This Agreement and these Terms shall be construed in accordance with Singapore Law, and shall be subject to the exclusive jurisdiction of the courts of Singapore.