
The Property Inspectors Pty Ltd – Terms & Conditions of Trade

obtaining the report after you want or need for this report, our company will NOT offer a refund or discount against the original order as long as our office releases the report within 7 business days from your online order being confirmed. No refunds are applicable for a report being released within 7 days from your online order. Should our office not supply you a report within 7 business days of placing your order of an existing Pre-Purchase Building & Pest or Pre-Purchase Strata Report, a 50% refund of the initial order will be refunded if requested.

- 20.15 Should you choose to order an urgent pre-purchase report, and the report is not available at the time of you placing your order, and you are requesting a new/bespoke report, the report will be released to you the moment it is complete. Should you lose interest in the property or should the delay in obtaining the report after you want or need for this report due to the auction or sale of a property being due prior to our office being able to fulfil this order and issue the report, no refund request will be approved, our company will NOT offer a refund or discount against the original order as long as our office releases the report within 7 business days from the site inspection or our attendance at the strata company to review the documents. No refunds are applicable for a report being released within 7 days from the site inspection or our attendance at the strata company. Should our office not supply you a report within 7 business days from the site inspection or our attendance at the strata company, a 50% refund of the initial order will be refunded if requested.
- 20.16 All reports or documents will be provided in electronic format only, via email or shared Dropbox link, a hardcopy of the documents can be provided though they will attract additional fees for administration, printing and postage.
- 20.17 Regarding Existing Building & Pest or Existing Strata Reports for sale on our website: In some cases, we may have not completed a report at the time of posting a product on our website, or we are updating the current report that we have posted within our website for sale. All reports will be released to the vendor and/or purchasers within a maximum period of 72 hours from the date and time we were on site, or from when a buyer has chosen to download a copy of the report from our website. No refunds are applicable once you have commissioned a report, or if you have chosen to download a report from our website.
- 20.18 Should the consumer make payment over the phone via card at the time of confirming the booking and/or order, and then subsequently read and decline our Terms & Conditions and choose not to proceed with the order, a 100% refund will be applicable subject to our office receiving the cancellation of the order within an email prior to 2pm on the day before the inspection was due to be carried out.
- 20.19 The Report and its appendices and attachments, as issued by TPI, takes precedence over any oral advice or draft reports, to the extent of any inconsistencies, and only the Report and its appendices and attachments, which form a vital part of the inspector's recommendations, shall be relied upon by you.
- 20.20 The Property Inspectors do not offer the service of any verbal advice. Should the client or commissioning party request any verbal advice from our consultant whilst out in the field, face to face, on site or via a phone call or phone conference or text messages, this advice cannot be relied upon, and it does not form part of any of the services rendered within the contract.
- 20.21 Should you choose to have communication with our consultant prior to their report being released and received by the commissioning party, any advice received cannot be relied upon and we recommend that you do not proceed to purchase the property until you have read the report and understood the content within the written report, as we are only responsible for the written advice within our report.
- 20.22 Should you not receive the report within the timeline outlined within this agreement, you are to check your spam / clutter / junk box, as reports often end up there due to anti-virus software's that you may have installed on your computer system.
- 20.23 All reports will be produced within 28 business days from the day our consultant is on site or from the date documents have been received via email or registered post.