

Terms and Conditions of Service

Refund Policy

Blackbird Signs Pty Ltd will supply and install signs and sign products to the specifications supplied by the customer. These specifications may include sign sizes, type of materials to be used, artwork, colours and location of installation, amongst other things.

Our standard procedure is to provide customers with a written quote for such works, and where new artwork is required, a proof will be supplied by Blackbird Signs and must be approved by the customer in writing prior to commencement of any works.

After approval of artwork, new customers will be required to pay a 50% deposit before work will commence, with the balance due upon completion. Existing customers will be invoiced according to previously agreed terms of trade.

Following acceptance of quotation and receipt of deposit (if applicable) works will commence at a time scheduled for Blackbird Signs to achieve agreed delivery and installation targets. Where a customer is subsequently required to cancel the job and materials have not been ordered and/or works commenced, then any deposit paid will be refunded within 7 days of date of cancellation. In a case where a deposit is not required but materials have been ordered and/or works commenced and a cancellation is requested, Blackbird Signs retains the right to invoice the customer for labour and materials ordered and/or consumed up to date of cancellation.

Where an order has been completed and an invoice issued by Blackbird Signs and a customer subsequently disputes that the order has not been fulfilled according to agreed specifications, then the following procedure applies:

1. Blackbird Signs will review the job specifications with the customer to identify if an error has been made.
2. If it is agreed that an error has not been made by Blackbird Signs Pty Ltd then the customer will be required to pay the invoice as per the terms of trade specified.
3. If it is agreed that an error has been made by Blackbird Signs, Blackbird will offer to rectify the error and/or, if necessary, re-supply the product.
4. If a solution as per clause 3 above cannot be agreed, a full credit note will be issued, and Blackbird Signs will remove all materials supplied under the order.
5. If it is agreed that errors have been made by both the customer and Blackbird Signs, then both parties will negotiate a solution in good faith.
6. In the instance of any major faults/defaults a full refund will be given as per Australian Consumer Law.

Delivery Policy

Blackbird Signs Pty Ltd manufactures, delivers and installs signs and sign products to specifications as supplied by the customer.

Our procedure is to provide a written quote for all work, which will include a price component for delivery and installation in accordance with customer specifications.

Delivery and/or installation will be carried out at the customer's premises according to previously agreed scheduled times.

Where the customer requires installation at a third-party premises then the customer will supply Blackbird Signs with prior written approval from the third party for such installation.

Where delivery and/or installation is not required then the customer may collect their order from our premises at Carbeen Road, Park Ridge South at a mutually agreed time.

Installation may also be carried out at the Carbeen Road, Park Ridge South premises.

All staff employed by Blackbird Signs agree to act responsibly and follow the customer's site safety and other relevant policies and procedures for contract workers whilst working onsite.

Blackbirds Signs holds all necessary insurances to cover its workers whilst carrying out works at third party premises.

Att.1 - Blackbird Signs Privacy Policy