

POINT OUT WHAT NEEDS TO GO. SQUARE ORANGE HANDLES THE REST.

Residential Customer Service Terms

Square Orange SA | Effective 8 August 2026 | Private residential work only

These terms apply together with the accepted quote or booking confirmation. They are written for private residential unwanted-goods removal, clear-outs, decluttering and agreed storage-improvement work in South Australia.

1. Your authority and the agreed work

You confirm that you own the goods or have the owner's authority to have them removed. Please identify anything that must stay and tell us if ownership is disputed or uncertain. We may pause or refuse removal if authority is unclear.

The agreed work is the items, services and access conditions recorded in the quote or booking confirmation. Please check that description before accepting.

2. Quotes, disclosed items and changes

Quotes are valid for seven days. The quoted price covers the agreed items and the access conditions disclosed when the quote was prepared, including information supplied through photos, messages or an onsite inspection.

Tell us before the job about extra items, stairs, lift restrictions, long carries, difficult parking, dismantling, unusually heavy or awkward items, and any other condition that may affect time, labour, equipment, safety or disposal.

If the items or access materially change, we will explain any additional price or revised scope and obtain your approval before doing the extra work. If you do not approve the change, we may complete only the original scope where practical, or stop and discuss the next step.

3. Hazards and prohibited materials

You must disclose known or suspected hazards before work starts, including contamination, sharp objects, structural risks, pests, unsafe floors or stairs, and materials that may be hazardous.

Square Orange does not accept:

- asbestos or suspected asbestos;
- hazardous chemicals or hazardous liquids;
- controlled or listed waste, or unknown hazardous materials;
- demolition waste unless it has been separately assessed and accepted in writing; or
- commercial or industrial waste under these residential terms.

We may stop or decline work that is unsafe, unlawful, outside the accepted residential scope, or different from what was disclosed. We will explain the reason where it is safe and lawful to do so.

4. Safe access, parking and delays

Please provide safe and reasonable access to the goods and arrange lawful parking as close as reasonably possible. Secure children and pets away from the work area and obtain any necessary access, lift, strata or parking permission.

Stairs, long carries, restricted access and unusually heavy or awkward items may require a revised price, extra labour, equipment or a different booking. We will obtain approval before chargeable extra work.

If a customer-caused delay materially increases the job time or cost, we will explain the additional charge or charging basis and seek approval before continuing where practical. We will not add an undisclosed penalty.

5. Property condition and reasonable care

Please point out existing damage, fragile finishes, weak structures, tight clearances and areas needing special protection before work begins. Remove or protect valuables and fragile items that are not part of the job.

We will provide the service with due care and skill. Please tell us promptly if you believe we caused damage so we can inspect it and discuss a fair response. To the extent permitted by law, Square Orange is not responsible for loss or damage caused by an undisclosed defect, unsafe pre-existing condition, inaccurate information, or a risk that could not

reasonably have been identified or avoided. Nothing in these terms excludes rights or remedies that cannot legally be excluded.

6. Lawful removal and disposal

Accepted goods will be transported to an authorised transfer station, recycler, donation facility or other lawful destination suitable for the relevant material. Donation or recycling depends on condition and facility acceptance and is not guaranteed. You must not direct us to dump, abandon or deliver goods unlawfully.

7. Payment and deposits

Payment is due immediately when the agreed work is complete, using an accepted payment method shown on the quote or invoice. There is no standard deposit for smaller jobs.

A 20% deposit may be required for jobs over A\$1,000, multi-load jobs, or jobs requiring extra labour or special arrangements. Any required deposit and its booking conditions will be stated before you confirm the job and will be credited against the final price.

8. Cancellation and postponement

Please give at least 24 hours' notice if you need to cancel or reschedule. There is no automatic cancellation penalty in these standard terms. If you cancel without notice, Square Orange may require a deposit before accepting a future booking.

We may pause or postpone work because of unsafe conditions, unlawful material, severe weather, vehicle or equipment problems, or other circumstances reasonably outside our control. We will contact you and discuss rescheduling and any deposit already paid.

9. Photos, privacy and contact

Job photos used to assess, quote, document or safely perform the work are handled as business records. Marketing photos are optional and require separate consent. Refusing marketing consent will not affect your quote or service.

We use customer contact and job information to quote, schedule, perform, document and take payment for the work, keep business records, and respond to questions or complaints. We disclose it only where reasonably needed for those purposes, to service providers involved in the job or payment, or where required or authorised by law.

Contact: hello@squareorange.com.au or the business phone number shown on your quote or booking confirmation.

10. Australian Consumer Law and South Australia

Our services come with consumer guarantees under the Australian Consumer Law, including that services are provided with due care and skill. Nothing in these terms limits any right or remedy that cannot be limited by law. These terms are governed by the laws applying in South Australia and the Commonwealth of Australia.

QUOTE ATTACHMENT

Condensed Terms for Quotes

Attach this page to residential quotes | Square Orange SA

By accepting the quote or confirming the booking, the customer accepts these condensed terms together with the full Residential Customer Service Terms supplied by Square Orange SA.

Quote and scope

- The quote is valid for seven days and covers only the agreed items, services and disclosed access.
- The customer confirms they own the goods or have authority from the owner to remove them.
- Extra items or material changes to items, access, labour, equipment or disposal require customer approval before chargeable extra work.

Access, hazards and safety

- The customer must disclose hazards and tell us about stairs, long carries, restricted parking or access, lift rules, dismantling and unusually heavy or awkward items.
- The customer must provide safe access, reasonable lawful parking and any required property, strata, lift or parking permission.
- We do not accept asbestos or suspected asbestos, hazardous chemicals or liquids, controlled or listed waste, unknown hazardous materials, unassessed demolition waste, or commercial or industrial waste.
- Square Orange may stop or decline unsafe, unlawful or materially undisclosed work.

Property and disposal

- Please identify existing damage, fragile finishes and weak or unsafe areas, and protect valuables not included in the job.
- We use due care and skill. Any concern about damage should be reported promptly. Customer rights under the Australian Consumer Law are not excluded.
- Accepted goods go to an authorised transfer station, recycler, donation facility or other lawful destination. Donation or recycling is not guaranteed.

Payment, deposits and changes

- Payment is due immediately on completion. There is no standard deposit for smaller jobs.
- A 20% deposit may be required for jobs over A\$1,000, multi-load jobs, or jobs needing extra labour or special arrangements. The deposit is credited against the final price.
- If a customer-caused delay materially increases time or cost, we will explain the extra charge or basis and seek approval before continuing where practical.

Cancellation, privacy and law

- Please give at least 24 hours' notice to cancel or reschedule. A customer who cancels without notice may be required to pay a deposit for a future booking.
- Marketing photos require separate, optional consent. Job and contact information is used only for reasonable business, service, recordkeeping and legal purposes.
- South Australian and Commonwealth laws apply. Nothing in these terms limits rights or remedies that cannot legally be limited.

Questions: hello@squareorange.com.au or the business phone number shown on the quote.

SEPARATE CUSTOMER CHOICE

Optional Photo Consent

Before-and-after marketing images | Square Orange SA

Marketing photo consent is optional. Your choice does not affect the price, booking or service.

Consent

I give Square Orange SA permission to take and use before-and-after photos or short videos of the agreed work area and goods for its website, Google Business Profile, social media and other Square Orange marketing.

Square Orange will take reasonable steps not to publish people, faces, personal documents, house numbers, number plates or other identifying information without further permission. Images may be cropped or lightly edited for presentation, but not used in a misleading way.

I confirm that I am authorised to give this consent for the property and visible goods. I may withdraw consent at any time before publication by contacting hello@squareorange.com.au. After publication, Square Orange will take reasonable steps to stop future use and remove the image from channels it controls, but may not be able to retrieve copies already shared, cached or archived by others.

Your choice

☐ YES - I consent to marketing photos or videos on the terms above.

☐ NO - I do not consent to marketing photos or videos.

Customer name: _____

Job address: _____

Signature: _____ Date: _____

Square Orange job/quote number: _____