



## Watercomfort SERVICE AGREEMENT

**Water Comfort Company Pty Ltd** 62 002 596 072  
42 Alexander Ave. Taren Point NSW 2220  
Phone 1300 734 664 admin@watercomfort.com.au

Unless otherwise requested the following statement of agreement and conditions of sale serve as the Watercomfort Company Pty Ltd - Service Agreement.

Watercomfort's primary duty of care to all our customers is respecting their independence and providing enough information for them to make an informed choice. We accept your right not to commit to purchases without adequate consultation and input from your family or a support group where available. With your agreed consent links are developed and maintained through collaboration with other providers to share information and meet your participant needs.

Watercomfort offers to provide a quote with a choice of equipment brand with competitive pricing within our normal range of product (comparisons) and availability.

We endeavour to assist participants requesting appointments for preferred gender or sales representatives that aid in privacy and discretion on sales.

In addition to our Public showroom, we offer a Private viewing area with a vehicle car park close to the door lessening travel distance. Items that can be assessed by an onsite appointment are:

- Patient Lifts (hoist)
- Hospital beds
- Pressure care products
- Premium Care mattresses
- Commodes (bedside)
- Commodes (Carer propelled)
- Commodes (Self-propelled)
- Electric mobility equipment such as Motorised Powerlift & Recline Chairs plus manual equipment.

The area enables participants to assess equipment in a dignified manner. This viewing location is also available upon request for any participant requesting privacy when assessing our equipment and caters for small groups.

Watercomfort offer free, no obligation in-home assessments with trials up to a maximum of 7 days. Watercomfort can generally loan similar equipment in the event that items ordered are delayed and that delay is seen as unduly extended.

Unless approved and in writing, trials longer than 7 days will convert to a documented hire with applicable delivery and pickup costs.

A hire agreement is required signed for the release of equipment where the user has to accept liability for the goods owned by Watercomfort Company Pty Ltd.

This is in accordance with normal industry practice and covers our insurance liabilities.

Watercomfort will endeavour to identify and supply the most beneficial product or service in our range and may give advice on any perceived limitation or incorrect product or service that you are currently using.

In line with current Safework NSW procedures – if any situation that presents does not comply with our work, health and safety policies we will be unable to install or provide any onsite service to your equipment. In that circumstance we will offer solutions that are mutually beneficial to the circumstance. If Watercomfort cannot foresee a resolution to your circumstance we will assist in having an alternate provider offer their assistance as far as practicable.

We endeavour to suitably adjust, repair and service all equipment we supply and at our discretion other equipment by consultation if the product and brand is known to us and we have adequate knowledge to proceed.

Clients (Participants) who can provide information as to the type of equipment they are having difficulties with – such as fault, age, service history, make of product, condition, may be provided with an approximate cost for attention (excluding parts) to the product or a comparative replacement cost or both.

Our Code of Practice requires transparency through providing written Quotations and Tax Invoices that are mandatory for most transactions. Participants must be aware and agree to product prices that may include onsite and delivery fees – prior the processing of invoices through the NDIS portal. We will provide a Tax Invoice in any form that the participant requires – by hand, faxed or emailed.

Watercomfort appreciates appraisal of our efforts to ensure we meet our obligations and encourage feedback through normal channels so we can treat correspondence with respect and privacy.

Watercomfort encourages feedback and complaints associated with delivery, service or any aspect that would mutually benefit our business format.

Any immediate complaint at time of delivery can be recorded on the blue delivery docket that acknowledges receipt of any delivery by the receiver. We will respond to your concerns as soon as possible in a fair and ethical process. Watercomfort will take all complaints and concerns seriously and are committed to a quick and fair resolution.

### Privacy

**PRIVACY STATEMENT:** Watercomfort only collects information about our clients that is necessary to assist us in providing products and services safely and efficiently. This information takes the form of identity checks such as NDIS registration, your name, contact and delivery details, date of birth plus personal information such as your Weight, height and other measurements that may assist in correct product delivery plus relevant health information that may assist us in providing the most suitable equipment. We never give out personal information unless you have given consent or we are obliged by law to make such known. We may hold information in either electronic or hard form copy but take all reasonable steps to ensure your personal and sensitive information is protected from misuse and loss from any unauthorised access, modification or disclosure.



**For Watercomfort Company**

Water Comfort Company Pty Ltd  
Provider # 4050000491

**Acknowledged (Participant)**