



OFF-GRID REPAIRS

# TERMS & CONDITIONS

## 1. Scope of Work

Drifters Downunder provides practical 12V electrical and off-grid tech support for caravans, 4WDs, and touring setups across Australia. Services may include:

- Battery & solar system setup and troubleshooting
- Dual battery, DC-DC charger, inverter, and lighting installations
- Caravan & touring 12V fault finding
- Starlink, router, and off-grid tech setup

We work on low-voltage (12V) systems only. Any additional work not agreed upon in advance must be approved by the client.

## 2. Client Responsibilities

- Provide safe access to your vehicle or system for service.



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- Supply any parts, materials, or equipment not included in our service rates.
- Understand that pre-existing electrical systems may have unknown faults or risks.
- Follow all safety instructions provided by Drifters Downunder during service.

### **3. Service Fees & Payment**

- Diagnostics: \$70 first hour, \$60/hr thereafter (billed in 15-minute increments)
- Repairs/Installs/Upgrades: From \$60/hr (billed in 15-minute increments)
- Generator Hire: \$25/hr (fuel included)
- All costs for parts and additional work will be discussed and approved before work begins.
- Payment is due at the time of service via cash, bank transfer, or agreed method.

### **4. Risk Acknowledgment**

- Electrical work carries inherent risks, especially in pre-existing or modified systems.



- By proceeding with services, the client acknowledges that Drifters Downunder is not liable for damage or injury caused by:
  - Pre-existing system faults
  - Misuse of systems or equipment
  - Unforeseen issues outside the operator's control
  - Drifters Downunder follows professional, safe practices and provides honest advice, but cannot guarantee outcomes for existing systems or modifications made by others.

## **5. Limitation of Liability**

- Drifters Downunder's maximum liability is limited to the value of the work performed.
- The operator is not responsible for consequential losses, including property damage, personal injury, or financial loss arising from pre-existing conditions.
- Clients agree to release Drifters Downunder from claims exceeding this limit.



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### **6. Cancellation & Rescheduling**

- Cancellations or changes must be communicated as soon as possible.
- Fees may apply if travel or preparation costs have already been incurred.

### **7. Governing Law**

These Terms & Conditions are governed by the laws of Australia.

### **8. Privacy & Data Protection**

Drifters Downunder respects your privacy. Any personal information collected for bookings, contact, or service purposes will be used solely for providing services and will not be shared with third parties, except where required by law.

### **9. Intellectual Property**

All content, including service manuals, diagrams, and online resources provided by Drifters Downunder, remains the property of Drifters Downunder. Clients may use these materials only for their personal understanding



and cannot reproduce, distribute, or sell them without written permission.

## **10. Dispute Resolution**

Any dispute arising under or related to these Terms & Conditions should be addressed in good faith by first attempting informal resolution. If unresolved, disputes may be referred to mediation or arbitration under Australian law before pursuing legal action.

## **11. Acknowledgement & Acceptance**

By engaging Drifters Downunder for services, the client confirms they have:

- Read and understood the scope of work, fees, and inherent risks.
- Acknowledged that Drifters Downunder and its operator are not liable for pre-existing system faults, misuse, or unforeseen issues.
- Agreed to proceed with services under these Terms & Conditions.