

Terms & Conditions

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TERMS & CONDITIONS

The website www.quotenow.com.au is an online service owned by "QUOTENOW PTY LTD ACN 627 878 004"

What is Quote Now?

Quote Now is 3 Core Businesses:

1. Property Inspections
2. Property Software
3. Trade Services

Essentially www.quotenow.com.au is a website that helps people get quotes from tradies, book jobs and make payments in a safe and secure manner using our innovative "360 Property Software" designed for the property management and Insurance industry.

The Current Quote Now website is the version 1 product/service and will soon be superseded by a version 2 system.

PROPERTY INSPECTIONS

Agents can now focus on higher level tasks by outsourcing their Property Condition & Routine Inspections and Reports. Using our innovative "360 Property Software" Quote Now will complete these inspections and reports with a much higher level of detail.

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PROPERTY MANAGEMENT SOFTWARE - Software as a Service (SAAS)
At a much higher level - Quote Now Is a Property Management software that aims to innovate the Property Management Industry by developing technology & DFY solutions that will help grow management businesses. Although - geared towards the Property Management Industry - Quote Now is for all home owners, managers, residents, Tradies and Approved Users such as Builders and Insurance Claim Managers. What separates Quote Now from the current and old way of serving Property Management businesses or Self-Managed Landlords is that Quote Now provides a more centralised and in depth database of properties (referred to as a PHD - Property History Database) where information is developed and communicated more effectively with the purpose of making general communication and management so much easier & more transparent.

A “360 Property Software” consists of at least 3 main core tools and services:

1. 360 Images, Regular Images & Videos used in both Inspections and Maintenance
2. Centralised and Combined Inspection & Maintenance Data
3. Multiple Access and contribution (Internal & External) for Network Effects (NFX)

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Quote Now reserves the right to Approve or Suspend any Users for Breach or use or for whatever reason Quote Now deems unlawful, Unethical, and not in line with our values and belief of interacting fairly with all users including Quote Now Admin as well as abusing the services available.

All information provided by Quote Now Pty Ltd including Quote responses, Trade service provider information, recommendations, pricing & any other information provided by Quote Now to any user/client/service - direct or general - during all stages of use - is not given to any party as advice.

Quote Now has its own staff who perform work for clients. However, in most cases if not all cases – Sub-contractors will be used for Trade Repair work.

Quote Now is NOT a consultation service and does not act on behalf of or employ any of the trade service provider businesses or contractors that perform property repairs/maintenance or renovation work.

As per Privacy policy you must be 18 years or older to register as a user in the quote now platform (manager, trade, landlord, tenant, or any other user or third party). Quote Now does not encourage or request any person under this age to register or subscribe to any of the services provided by Quote Now and thus - reserves the right to remove any such user if and when this is found to be the case.

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TRADE SERVICES

Quote Now provides several Trade services and packages.

360 Property Inspections:

Quote Now is a Cost-Effective Property Inspection solution that will complete all of your Condition and Routine inspections Quickly and Professionally!

Quote Now eliminates the time-consuming process of your managers travelling from property to property. With Quote Now - all you need to do is:

- Go to "Inspection Requests" + press "Add Inspection Request"
- Select the "Property" + "Inspection Type"
- Book a "Date & Time" you would like the inspection completed by.
- Add your Name in the "Comments" section + press "Submit"

We'll take care of the rest.

With only a few clicks of the mouse - Quote Now will organise a professional inspector to capture all of the information you need.

Through our innovative technology and processes - Quote Now produces Proactive, detailed reports that will:

- Reduce your Landlords Insurance Premiums;
- Save Property Managers Hundreds of lost hours;
- All while saving you Thousands of dollars in labour and Travel costs every year!

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The Quote Now system is also a user-friendly Maintenance Manager that will get you Fast Online Quotes from Trusted Trades making it easier to keep on top of all your urgent Repairs and Maintenance.

In addition to this - Quote Now has designed Simple and Transparent Preventative Maintenance packages that will streamline your work even further!

*Refer to latest product marketing for details.

Smoke Alarm Services:

Qualified Electricians & Trained Specialists including PIO's will be conducting all smoke alarm assessment and reports.

Replacement of faulty Smoke Alarms assume compliant smoke alarms are already installed within relevant compliance guidelines including building, Tenancy, regulatory and Quote Now guides and recommendations. All battery replacements are covered & all faulty units will be replaced with our reliable and preferred smoke alarm system assuming existing units are currently installed under correct compliance guides and Electrical Installation Standards.

Additional charges will apply for changes/alterations/renovations/insurance repairs and any other recommendations put forward by our PIO's or our electricians or subcontractors.

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Proactive Home Insurance:

Is an automatic discount insurance service available to all Landlords properties managed under a “Quote Now 360” management subscription.

In essence – by using the “Quote Now 360” subscription to manage properties – your Landlords will get a discount from our Partner Insurers when purchasing insurance cover through us.

Safe Now:

"Safe Now"- is an umbrella term that is designed to keep Tenants and Properties Safe and Landlords Compliant. "Safe Now" includes all property services required by the Real Estate - Rental regulating bodies under the latest RTR updates due to be enforced 29th March 2021 as well as other property services that Quote Now may incorporate as part of this umbrella term from time to time.

At the time of writing this version of this document - the services include:

- “Rental Minimum Standards”
- “Smoke Alarm Servicing”
- “Gas Safety Checks”
- “Electrical Safety Checks”
- “Emergency Response” property maintenance service
- “Methamphetamine” Testing and inspection report
- And other services that Quote Now incorporates and offers here or through other marketing methods.

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Emergency Now:

Is an Emergency Service that will provide Landlords massive savings while Saving Property Managers Time and Stress of dealing with constant Tenant Requests for Repairs and Maintenance. Under this service – you will have complete control of costs and will also improve your overall service to your clients and staff – reducing stress, and even potential and unnecessary VCAT cases.

Maintenance Manager & Online Quotes Software:

Our Maintenance Manager gives you control over maintenance by streamlining the process and providing Landlord clients with the best value services through a completely transparent system that ensures fairness in pricing and quality of work.

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Note:

Quote Now will provide trade service providers - but will also allow any Trades currently providing services to register as a Quote Now Trade Service Provider in order to have access to quote and maintenance requests and orders from agents. These Trades also get the benefit of getting work from many other of our agents and customers and partners.

Methamphetamine Testing:

Testing for illegal and dangerous drugs is a service we offer. We conduct a swab test to seek-out any signs that the property has been exposed to drug handling conditions and any positive results will proceed with samples taken to our labs for controlled and accurate testing to confirm the initial diagnoses. We will then complete a report for you and your clients as well as to submit to the correct law enforcement agency. In our report we will also provide our recommendations for repairs and cleaning and sanitising the affected environment to bring the property back to safe and healthy living standards.

Quote Calculator:

Currently we have an Electrical Quote Calculator - a tool that will give you an instant Quote Guide Response. This tool can be used to plan or to instantly verify quotes provided by trades to ensure you are getting fair and reasonable pricing and charges. This tool takes a lot of time and resources to develop but we will be investing in developing more calculators for other trade industries.

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ONLINE QUOTE & TRADE BOOKING MARKETPLACE

Getting Quotes

Currently there are 2 Types of Quotes:

1. Quote Guides - This type of service is merely a Price Guide - through a patent developing software - a user is able to use a calculator type system to develop a Price Guide for specific trade work. The purpose of this service in the eyes of a consumer is to be a price guide and reference point before or after seeking quotes from Trades either direct from them or via Quote Now.
2. Quotes from Trades - Quote Now provides a safe place online where customers can request quotes from trades. These Quote responses are NOT Quote Now responses - rather a direct response from Trade Service providers.

Quote Rules & Clarity:

- A customer can request quotes from Trade service providers through 2 different systems:

1. QUOTE NOW REQUESTS - This system is designed for the general public to use to get quotes and book trades. The core difference between MAINTENANCE REQUESTS and QUOTE NOW REQUESTS is that QUOTE NOW REQUESTS will require the customer to make the payment immediately prior to booking the trade. In the event that the trade submits a price adjustment using the "Submit Adjustment" tool - the customer will be required to make the payment immediately before works commence.

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2. MAINTENANCE REQUESTS - With MAINTENANCE REQUESTS system (used by property managers) the payment is not made until the trade completes the works (Payment is made directly to QUOTE NOW PTY LTD on behalf of the Trade service provider). Payment is expected to be made between 30 - 45 days from the completion of works.

- All Quotes provided by trades to customers in the Quote Now system is provided as a draft contract & scope of works only - based on the processes & limitations of the virtual quoting platform. The agreement is that based on all information provided to the trade for virtual quoting; the successful trades quote was selected by the customer because the customer decided that this particular Trades Quote was the better value of the Quotes Provided. This quote / scope of works agreement / document however only becomes a contract of works agreement when the trade arrives to the property for visual inspection & confirms the scope of works against the price quoted & actual works required & both the customer & trade agree based on this confirmation. The trade business confirms the Quoted Price and agrees to do the job as per quote by pressing the “Accept” button displayed at the top section of the Job in the JOBS page.

- If the Trade Business decides that the Price Quoted is not in line with their assumptions as per initial Quote process - than the Trade business can discuss any additional costs with either the Property Manager or Home Owner (Landlord) or Tenant/resident and provide a price adjustment on Quote Now using the “Submit Adjustment” feature. This tool will ensure any pricing and scope of works adjustments are reported

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and confirmed and agreed to before any works commence. As soon as the adjusted price has been agreed on - both parties are bound by this agreement to meet their obligations. The Trade is expected to complete the works as described and the Property Manager /Owner / Tenant / Other Customer user is obligated to make the Full payment including the “Submit Adjustment” value (The adjusted value) to Quote Now in order for QuoteNow to transfer this payment to the Trade Service Provider - as per the job of the Quote Now service to secure payments on behalf of Client and Trade service provider to create Trust & Transparency and provide a safety net for both users.

- At any stage - as soon as a trade commences work whether they press the “Accept button or not - assumes that the job has commenced and that the trade has agreed to complete the works as per the price provided in the initial Quote.
- Succession Fees are charged to Trade Businesses for finding them work. The point of charge to trades for succession fees is when a customer accepts a trades quote by pressing the “Book Now”/ “Accept” button. Quote Now will automatically charge the Trade Business the Succession Fee rate as per the Quote Accepted by the Customer. At this point the Trade business is Liable to pay the rate of succession fee charged as per this agreement or any overriding agreement regarding succession fee charges. The Charge rate will be 10% or as displayed in a “Service Provider” agreement (this “Service Provider” agreement is to be the master agreement regarding anything to do with the Service Providers and Quote Now). E.g. The Customer accepts a Quote that displays a price of \$100 + GST - The Succession fee charged to the Trade Business will be the

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Succession rate fee X \$100 + GST = \$10 + GST = \$11 is charged as a succession fee in this example.

- Quote Now, in no way & at no stage takes responsibility for any advice or works provided by any tradesperson/company that is approved to conduct works as per the Owners /Agents request. The trades who are successful will be solely & fully responsible for all trade advice & works carried out limited to the extent of their insurance coverage & warranty provided / promised.

- No responsibility is taken for any technical advice provided by Trade businesses in either their quotes or other conversations or other information provided to them from the trade business. Although Quote Now has systems of regularly checking the expiry dates & current Proof of Insurance cover; It is the responsibility of the Tradesperson selected who is responsible for all compliance & Insurance coverage. As a measure; we will not allow or approve of any trades to conduct any works if any of their insurance has expired. Although we will conduct checks for these specific details; It is the responsibility of the customer / agent to clarify this before securing the contract and before commencing works. Any user who acquires the services of any trade / business who is subscribed to our services & does so outside of our portal & booking parameters have done so in a private manner. These arrangements and works are deemed to be private works separate from Quote Now and Quote Now will not be able to assist in such circumstances - for this reason - Quote Now recommends all users to keep all communication and arrangements on the Quote Now Portals as they are designed to help all users.

- All trades in our network have submitted the minimum Insurance coverage & the correct compliance certification in order to become a

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Quote Now subcontractor to the extent of our general understanding of their trade industry & the building & construction industry's requirements, expectations & standards. We do not allow any trade/business to be subscribed to our service as subcontractors if they cannot provide any Business Liability Insurance & Trade compliance certifications.

- On completion of works, all completion photos, compliance certificates & Invoice documents are expected to be uploaded into the quote now portal. Processing of payments to trades may be delayed until these documents are uploaded into the system or submitted to Quote Now or the client. NOTE: It is the responsibility of the customer to request these documents directly or to request the trade to submit these documents through the quote now portal.
- For the MAINTENANCE REQUEST system - Quotes are requested by all trade businesses within a set region & only a maximum of 3 quotes will be accepted. Quote responses will be submitted in the order it is received & only 3 Quotes will be provided per request. All 3 quotes submitted by trades will be provided to the Customer or Agent in a singular & organised form that highlights several differential criteria used to assist in selecting the best quote. This may include items such as rating, insurance cover, availability etc.
- Quotes responses (via trade service providers) is provided Free of charge for general public users. For Property Management business users - the users may be charged a quote retrieval service fee of \$1 per quote provided and this is designed to ensure that the service is not abused.

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• All Service / Quote requests submitted either by the tenant or the customer / agent will receive an immediate response for action by either Quote Now message response service or from the Trade Service Providers in our system. The action taken here is that Local Trades available in the system will be notified immediately & that a minimum of 3 quotes will be retrieved for Customer / Agent approval. For Urgent repairs, Emergency trades can be expected within 1 to 24 hours although service may take longer. Although it is encouraged of Trades to contact the client immediately on approval, it is not Quote Now's Responsibility to provide that conversation & to manage the trade directly. The Contact details of the Trade approved of by the customer / Agent is provided to the customer / Agent via the web-log-in /App User service or via a text message notification & it is the responsibility of both the Customer / Agent & trade to stay in touch & communicate effectively to ensure mutual understanding & to allow for smooth service. The Customer / Agent is encouraged to communicate mostly via the portal to accurately track the progress of the job & therefore ensure the swift completion of the required service or repairs as well as provide feedback regarding the trades work quality & service. Currently only a web app website has been developed and an application (found in the apple App Store) is due within the next 12- 24 months.

• On Approval of quote, Trades must contact Customer / Agent or tenants within 24-Hours (If no contact has been made after 24hours the business contact person may be contacted & asked to contact the tenant to schedule a booking date & time). If need be, the job can be withdrawn & provided to another business for urgent action jobs. Any late cancellations (Within 4 Hours) or No-Shows may result in the loss of the Trades "CSGI"

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(This option does not apply to tenanted properties & only to owner occupied or where the booking is organised with the owner). The Owner may agree to the changes or they may choose to de-rate the trade based on their disappointment & the inconvenience. A trades booking bond will only ever be released to the customer if the trade does not communicate & does not attend the job / property as per booking (No-show). Any booking changes must be made within the system portal to ensure solid communication and a record of events. Quote Now reserves the right as to the amount provided to a customer from the total “CSGI” held on behalf of Trade business.

- Customers / Agents or Tenants will be required to tick the “Terms & conditions” + “Privacy Policy” in order to submit a service request.
- In the event that a tenant is found responsible for any quoting or service provided by the Quote Now platform or trade call-out fees or expenses; It is the responsibility of the customer / agent to retrieve reimbursement. It is not the responsibility of Quote Now or the trades to retrieve monies from any tenant unless the tenant agrees to make the payment without resistance. The terms of payment to Quote Now trades must remain the same as the Quote Now payment agreement is with the Customer / Agent. Any late payments will be charged additional admin fees at a rate of \$10 per month or as stated in the “Service Provider” Agreement. If no payment is received within 30 days Quote Now reserves the right to provide any further service for works required by this tenant(s) property & will be put on hold until this invoice is paid (This does not apply to High Urgency requests due to the safety nature). The tenant will be contacted & issued a final request for payment

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including any additional applicable fees. If the tenant resumes to not resolve the invoice the tenant will be marked with bad feedback & rating . After 60 Days the matter will be referred to VCAT or a Debt collection agency for retrieval of funds due.

- If any party is running late to a booking, a reasonable time for the other party to wait is up to 15 minutes or as long as the other party agrees is a reasonable time. The party left waiting must clearly state their willingness to wait around without any action (e.g.... I will only wait for another 15minutes; If you are not here by then, I will have to leave. Or e.g....I am home all day. As long as you come today to repair it il be happy). This type of communication will only be valid using the quote now platform - using the MESSAGES system for communicating.

- If a tenant has not arrived to property to meet the trade as per their booking time (without any warning) & the trade has tried to contact the tenant via phone or email or Quote Now web app communications portal & tenant does respond & trade has waited longer than 15 minutes after the phone call the trade has the right to charge the tenant a call-out fee + the 15 minutes for any Unreasonable waiting time. The charge rate to the tenant may not be greater than \$75 per 15-minute blocks (Max. \$75 for 15 min of unreasonable waiting time). If a tenant fails to inform the tradesperson that they will not be able to be at the property as confirmed in the booking; a cancellation call-out fee may be charged by the trade to the tenant. Trade must wait a minimum of 15 minutes before leaving the property. This fee may be no more than \$75. Only Trades who have at least a \$75 booking bond available are able to charge such fees. If a trade/ business has a lesser value as a booking bond than the maximum value able to charge in this circumstance is up to the value of the booking bond.

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It is up to the Trade / Business to charge any such fee via a variation with an explanation to the customer / agent regarding the extra charges relating to the tenant's failure to attend a booking. This variation description must be written in a way that clearly states what the extra charges being requested are for (e.g. James Electrical is requesting a variation of \$50.00 for extra labour to be charged & paid by the tenant (not the property owner) for not being present for a job that was booked by the tenant. Many phone calls were made & still no response. The Extra charge is consistent with the Quote Now terms & conditions for such circumstances. A trade does not have to charge a fee if they choose not to.

- If a trade has not arrived to a property to meet the tenant as per their booking time (without any warning) & the tenant has waited longer than 15 Minutes after reasonable attempts to contact the trade the tenant has the right to:
 - Reschedule (No action taken) - Reschedule (Report a No-show to quote now ADMIN to penalise the trade for the inconvenience) - Reschedule (Give a Poor Rating) If the Trade fails to inform the tenant that they will not be arriving to their agreed booking; The tenant may either: - Take No Action - Report a No-show to quote now ADMIN to penalise the trade for the inconvenience - Give a Poor Rating
 - For service / jobs requested by tenants specifically for their own service & not for any property maintenance will be charged directly using credit card payments. These jobs are done without the requirement of PM management & monitoring. These jobs may include such services such as lawn mowing or cleaning etc.
 - Trades must upload all job completion documents within 3 days of the works being carried out or upon request by the Owner or Agent.

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All payments due may not be released until such documents are received.

- It is recommended that Tenants take both Pre-job photos & Post-job photos of the repair area for their own records. Tenants must upload clear Pre-job Photos showing the problem area(s).
- Trades must upload Pre-job Photos as well as Post-job photos for physical proof of completion of works as well as for their own records.
- Tenants & Trades must rate each other per job request. This is to ensure a high volume of rating engagement is taking place to maintain greater confidence & accuracy in our rating system for future reference & High levels of Quality & service.
- If tenant is not satisfied with the state of the repairs the tenant may request the trade to return to rectify. The trade may agree to do so or may decline. In the event the trade disagrees to return to try to remedy the issue with the tenants concerns to the repairs the trade will either forfeit the job or put forward their case to decline the tenants request as unreasonable. If the trade forfeits the job with no solid reason than a \$75 cancellation admin fee will be applied & No reimbursement for time will be made. The trade will also be liable for any damage caused by the works. If a trade disagrees to return & believes the works completed are safe & satisfactory & the tenant persists, the tenant may seek another trades perspective & report. This is done at the tenants own expense. The report will be assessed by Quote Now management & a mediation proposal will be suggested. If it is proposed that the tenant has all the rights to be unsatisfied as it is agreed that the works were not satisfactory then the trade will forfeit any reimbursement from the job & will be liable to pay for any extra cost charged to the tenant for any costs.

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If, however it is determined that the trades works were within standards & should be reimbursed for the works initially carried out then the extra expense will remain with the tenant & no refunds may be requested of the trade. The trade is within their rights to charge a tenant for any extra service visit costs due to the false alarm.

- Only Quote Now Trades may be used to conduct any repairs & maintenance on Real Estate properties. If a Tenant / Owner / Agent has a preferred trade that they would like to use for any works; That trade will have to submit an application to become a Quote Now Subcontractor first. Any party that conducts any trade works not using the Quote Now system of trade selection will be liable to the Owner or Agent for damages of any unapproved property works.
- It is recommended that tenants use the Free online website service to submit their service request otherwise the tenant will have to contact the PM to submit this request.
- Tenant can only Rate the Trade if the job was a standard Property Maintenance job that falls under the onus of the Owner / Agent or is a private job that is planned with the approval of the Owner / Agent. If the trade attends a service request & reports that the repairs are the responsibility of the tenant then the trade may request that the tenants rating be requested / provided prior to the tenant being told by the PM that the trade has found them to be liable. This will protect the trade from any unnecessary backlash by the tenant.

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- Any business / trade who uses the QN Maintenance Manager Quoting platform does so with the understanding that all communications & transactions for all QN clients including all things relating to the properties, the Agents, tenants & owners of the properties should be done via the QN job management platform to ensure all maintenance history is organized & contained in a central point in common that works in the interests of all users. Any business / trade that uses the QN Maintenance Manager Platform agrees NOT to reach out or respond to within the platform & during the process of quoting to any users / customers request with the intentions of quoting for them, assisting them directly or getting work from them. Any such actions or negotiations done within the platform will be removed & suspended for an indefinite period. All works initiated outside of the QN platform is obviously ok but will not be covered within the QN platform terms & without the QN support & protection. Any business/ trade who does not abide by these rules will be suspended from being able to participate any further.
- As a measure to protect Quote Now from the complexities that may arise within negotiations between parties, all transactions & contracts of works are to be seen as a direct contract between all parties excluding Quote Now. Quote Now Maintenance Manager is a job management platform to connect customers requiring service materials & labour & trade businesses who can provide these services. Our purpose & service is not to intervene once a quote has been excepted & so we do not take any responsibility for any dealings between parties during the commencement of the job. However, we do provide support to assist, clarify & mediate where we see fit. Most of these issues will be sorted by the property managers themselves however Quote Now will do its best to assist where needed.

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- All users are able to terminate their account with Quote Now including this agreement at any time & for any reason.
- Terminating this agreement does not affect the obligations prior to that action including any job order works due as well as any payments due to Quote Now.
- Upon arriving on site prior to commencing works a trade must assess to confirm the quote details provided against the scope of works. By doing so the contract is confirmed between the customer (Landlord / Agent) and all dealings should be done direct from here on (It is highly recommended & encouraged that all communications be kept on the Quote Now platform). Confirmation is done when the trade either does not submit any variation to the quote or a submitted quote gets approved by the customer or customers agent.
- Any disputes between parties must be done so with respect & in a non-formal manner such as phone, email or other mediums each party has mutually agreed to. It is a breach of any contract for any party to attend the other parties place of residence or place of work in any attempt to force negotiations or retrieve moneys, stock or equipment or for any other reason without the written or recorded consent of that party.
- Any contracts between parties remain active until all works are completed & the customer has paid in full as per agreement for the completed works.
- You agree that all content (whether provided by Quote Now, any user or any other party using the quote now platform may not be used on any third-party web sites or for any other business purposes without the prior permission of Quote Now.

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- You must not use the Quote Now platform in any way that is illegal or immoral & it is your responsibility to maintain your accounts including access to your account. Any unauthorised access will still be your responsibility including other people who you have given access to your account. Any damages or loss caused from any such activity will be your responsibility. All amounts due & costs incurred as a result will also remain your responsibility.
- Although we do our best to ensure fastest pay terms possible; Real Estate & Body Corporate work may require payment terms of approx. 30 days. It is likely that some jobs may extend to 45 days before payment. These terms of payment are fully controlled by the agents & although we cannot expedite this process, we will provide support to trade service providers in ensuring payments do not extend longer than 45 days regularly as well as ensuring trade service providers get paid every dollar due.

Other Information:

- Although Quote now provides support & a means of secure & consistent payments & transactions; All matters regarding payment are between the customer & the service provider & any disputes regarding payments & all things regarding the job are between the customer & trade service provider.
- As soon as a user/subscriber/trade user receives their Quote Now Login details to access the Quote Now job platform they are advised to:

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- Change their password
- Complete their profile. Note: Money from jobs will be held with Quote Now & released to the trade for any works completed only once the profile page is Fully completed.
- As a general rule, we QN will be charging trades against the initial approved quote value. If a variation for a lower value is requested the succession fee will be charged against the initial successful quote value. (With General Public jobs the customer will need to make payment into trust account before trade receives job details). If a variation for a higher value is requested the succession fee will also be adjusted to be in line with this new value. Any variation that is above the initial value will need to be transferred into the Quote Now Trust account as provided to the customer. This ensures fairness & to avoid QN from being cheated from customers & trades creating private negotiations as a means of avoiding to pay QN succession (quote service) fees. As QN doesn't charge Tradies Lead fees - this is our only protection against these circumstances.
- A Bond from a business is required as security to assist in any unfortunate complaints from customers that that trade/business does not resolve. The value is whatever the current rate is required per campaign otherwise is a value of \$250. This value is held until the business/trade has completed a minimum of 3 jobs without any unresolved complaints from customers. If a trade/business does not attend within 24 hours of the complaint the trade/business will be suspended or removed from service as well as the complete loss of the bond provided. This period of 3 successfully completed jobs will be seen as a probationary period. On completion of this probationary period the trade/business will be refunded this amount less the minimum booking bond which is either the

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minimum of \$25 or a value more than this as requested by the trade/business.

- Quote Now reserves the right to make changes to the terms & conditions and privacy policy at any time. Notice will be given within 24 hours of affective change. This includes changes in fee structure & subscriptions as well as any system or processes.
- If a trade/business fails to attend a booking without any notice or warning & where the customer cannot get a hold of the trade/business that business's booking bond will be deducted as insurance for Quote Now to organise a replacement trade to attend that day.
- This agreement is currently work in progress & is expected to be revised within the next 6 - 12 months. Any concerns please don't hesitate to contact Quote Now management.
- A Bond ("Attendance Guarantee") from a business is required as security to assist in any unfortunate complaints from customers that that trade/business does not resolve. The value is whatever the current rate is required per campaign otherwise is a value of \$50. This value is held until the business/trade has completed a minimum of 3 jobs without any unresolved complaints from customers. If a trade/business does not attend within 24hours of the complaint the trade/business will be suspended or removed from service as well as the complete loss of the bond provided. This period of 3 successfully completed jobs will be seen as a probationary period.
- Quote Now reserves the right to make changes to the terms & conditions and privacy policy at any time. Notice will be given within 24 hours of affective change. This includes changes in fee structure & subscriptions as well as any system or processes.

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- If a trade/business fails to attend a booking without any notice or warning & where the customer cannot get a hold of the trade/business that business's booking bond will be deducted as insurance for Quote Now to organise a replacement trade to attend that day.
 - This agreement is currently work in progress & is expected to be revised within the next 6 - 12 months. Any concerns please don't hesitate to contact Quote Now management.
 - All Payments made through QN is transmitted through a Trusted and Accredited 3rd party money transfer / banking organisation such as "STRIPE". And all payments will incur a transfer / banking fee (E.g. 1.75% + 30 cents per transaction). The Current Fee is charged to the total job value paid by the customer and this payment is to be seen as a money transfer / banking fee charged to the successful tradie business and is due immediately - in the case of a successful transaction and job completion. The current Official charge rate is 10%. This % rate is the total transaction value (this value includes an admin-processing & job succession fee). In the event of a cancellation by the customer - all funds minus a 10% cancellation processing fee will be refunded back to the customer. If a successful Tradie business cancels a job or just doesn't respond to a successful job then a 10% cancellation processing fee will be charged to the Tradie business. If a Tradie business causes damage to a customer's property - the Tradie business is liable to repair all damages. Weather direct reimbursements or via the tradie businesses Insurance.
- Note: Although QN requires tradies to have business liability insurance and all other compliance certification, QN is not liable to check these documents during the time a tradie business provides a quote or service

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as these may be out of date and may need to be updated. We do check these dates and we are currently building a system to monitor this with automation to remedy the potential for this to be a problem.

QUOTE CALCULATOR:

The Quote Calculator is a service that provides an instant Price Guide. This tool can be used by trade service providers to help them quote more profitably and to quote on jobs faster. This tool may also be used by property managers. Both these users will use a subscription service to be able to use this calculator. This tool can also be used by the general public user (or property managed users) through a pay per quote service where the user can get an instant quote price guide at a cost of \$1 per quote.

As with all other services quote now provides - no pricing or information displayed while using this service is to be taken as advice or assistance in any decision-making process and is merely a price guide tool to help people and is not attached to any contract(s) or legal agreement(s) of any kind.

Currently the quote calculator tool has built in pricing models that have been developed over years of quoting knowledge and this model will be seen as the version 1 model service. The ultimate goal of this quote calculator tool will be to have a Machine Learning system that is able to adjust the initial / pre-set pricing using up-to-date pricing from the most current market charge rates.

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Protection of Client Data:

Unless consent is provided by the agent for the purpose of improving services and offerings - All Landlord and Tenant Information provided by agents will remain confidential.

Quote Now uses Australian standards - implementing IT and Software protection measures to secure and manage client data. These measures also incorporate legal agreements between our trusted partners.

Property Inspection Officers (PIO):

Via the "Quote Now 360" service - Quote Now will conduct all Condition & Routine Inspections and Reports on behalf of agents. The person that will conduct the Inspections and Reports and any other service provided under this service will be performed by one of our qualified PIO staff.
*A Qualified Electrician may also be employed to assist in completing some of the services provided in this package.

Referral Commissions:

Referral Commissions may be provided to agents for specified products and services.

* Trade Service Agreement:

- All relevant items in above comments are to apply to trades to set the initial foundations of this section of agreement with Trade businesses.
- The Trade Service Agreement sets the agreement & terms between registered Trade businesses & Quote Now.

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- Trade businesses are responsible for all works being carried out for any customer on the QN platform. All claims/insurance claims to rectify/repair/re-imburse/re-do etc by a customer are the full responsibility of the Trade business (service provider). Any reasonable costs incurred by QN to assist the customer & Trade business (with the goal to remedy the situation) will be a cost that will be charged to the Trade business. This will include any admin or paper costs, court attendance or any legal fees or incidental costs incurred and any unforeseen costs that QN will incur as a result of any such circumstance.

- As QN doesn't charge Lead fees - It must be made clear that the succession fee charged (E.g. 10%) is a fee due and owed to Quote Now for services rendered & complete. The service provided to Trades is the complete service of assisting businesses to find work without being charged lead fees and where we connect businesses with work that is approved and pre-paid by the customer - at that point of pre-payment is our service completed and QN is owed this fee. The current charge as of 1st January 2021 is 10% of the total job amount and a 30 day - 45 day term.

- We expect the respect of keeping all communication and business transactions on our system to ensure a lower chance of issues developing and also, we expect the respect of validating our services to the customer by complying with the security of payments and charges by encouraging the customer to keep their jobs on our platform. We also expect all serviceproviders to keep all information confidential and to not use this information to provide these customers/users with any extra + direct business/marketing information unless the customer has personally and directly requested so.

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- All information provided by Trades directly to consumers are not covered or approved or promoted by QN and we are in no circumstance liable for any losses or damage or mismanagement of such information provided.

NOTE: This Document "Terms & Conditions" is currently in a draft stage and may display some discrepancies and items that have not been corrected. None of this is intentional or meant to be misleading and is purely a case of being a new business with a unique business model. We apologise in advance to all users for any inconveniences or misinterpretations and would kindly ask for your feedback so please report any of your concerns to contact@quotenow.com.au or any contact medium provided on our website.

The Terms & Conditions above also lays out areas of foundations for our "Trade Service Agreement" - meaning that the Terms & Conditions as a whole acts as our current "Trade Service Agreement".

- QN = Quote Now = Quote Now Pty Ltd = QUOTENOW PTY LTD ACN 627 878 004

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"Quote Now Pty Ltd" operates its online services using software purchased under an agreement from "NOW PROPERTY TECH SERVICES PTY LTD - ACN 617 554 793"

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Sign:

Thank You for the Opportunity and we look forward to working with you!

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