

Terms and Conditions

Terms and conditions may change without notice please check the website when scheduling your works.

When referencing “website” this refers to Milloy Test & Tag’s website www.milloy.com.au

Milloy Test & Tag may list your business name as a customer and testimonials if provided on the website

Fees

Fee structures are listed on the fees section of the website.

Fees may change without notice so please check the website and request current rates when scheduling your works.

Services include:

- Testing of appliances/lights to current AS/NZS 3760 and AS/NZS 2293 standards.
- Fitting a Tag (PASS or FAIL) depending on test results to appliances.
- Remove faulty appliances from service.
- Inform customer of results and issues and provide reports.
- Remind customer when appliances/lights are due for retesting.

Staff/Contractors

Milloy Test and Tag may engage contractors where works required can’t be completed by Milloy Test & Tag. This may occur if Milloy Test & Tag isn’t qualified to complete a required task or if additional resources are required as seen fit by Milloy Test & Tag. In the event an electrician is required and the customer has a preferred electrician, Milloy Test & Tag can work with your electrician.

Milloy Test & Tag at times may employ staff. Customers can’t “select” what staff/contractors they have complete work at their site, any issues with staff/contractors can be placed in writing to Milloy Test & Tag so it can be addressed. All staff and contractors are suitably qualified and all work completed is completed to the high standard Milloy Test & Tag is known for and with required insurances etc.

Appliances that Fail:

Any device that fails to pass the testing procedure will be removed from service, the device will receive a “FAILED” test tag, have the plug taped, be fitted with an out of service tag, disconnected from mains power and the customer will be notified and the repair or disposal is the responsibility of the customer. Please note normal fee applies regardless of Pass or Fail.

In the event that an item fails and disconnecting power to the appliance will result in loss of goods for example, fridge or freezer. Milloy Test & Tag will leave the appliance connected to power.

A sign will be affixed to the appliance warning against its use.

An email will be immediately sent to the email address recorded on the new customer form.

Appliance/Emergency Lighting Repairs:

- Milloy Test & Tag isn’t liable for further repairs/replacements/parts that may result in the appliance breaking in the disassembly or assembly stage of repair eg, broken clips etc.

- Repairs that are carried out on an appliance that maybe still under manufacture warranty and as a result of disassembly etc. may void the warranty. Milloy Test & Tag has carried out repairs at the

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customer's request and takes no responsibility of repairs/costs of future warranty claims that maybe rejected by the manufacturer of the appliance.

- Milloy Test & Tag doesn't carry out warranty works, or provide a warranty unless the parts used in the repair works carry a warranty from the manufacturer. All repairs completed by Milloy Test & Tag are carried out with reliable parts and tested to conform to AS/NZS 5762 and AS/NZS 3760 standards once repairs are completed.
- Uncollected appliances (repaired or not repaired) after 60 days will become the property of Milloy Test & Tag. The appliances will then be immediately disposed of.

Register of Devices Tested:

A listing/report of devices tested/failed including re-test date will be supplied.

As a part of the AS/NZS 3760 standards a listing/report must be available on request from Worksafe.

Testing Reminders:

The following are the reminder times

1st Reminder – within 4 weeks before tests are due

Reminders will be sent to the email address as per the new customer form.

Fault Liability:

The customer needs to be aware that a very small amount of tests performed may cause equipment to malfunction after testing or the testing may cause an existing problem to fault. Milloy Test & Tag will not be held liable for any fault that may occur during or after testing including data loss where the appliance may store data (eg, a computer) due to this.

Request for information:

Information as per the request for information page on the website can be provided at any time.

Police checks are only updated when a customer requests a more recent police check then the one provided at the cost of Milloy Test & Tag. If the one provided is dated within 12 months and a newer one is required this cost will be charged to the customers. Please not police checks results do take time to come back.