

# TERMS AND CONDITIONS OF SERVICE

Lop and Drop Tree Care Brisbane

<b>Business</b>	Lop and Drop Tree Care Brisbane
<b>ABN</b>	74 368 652 536
<b>Contact</b>	admin@lopanddroptreecare.com   0401 986 586
<b>Last Updated</b>	June 2026

These Terms and Conditions govern the provision of tree care services by Lop and Drop Tree Care Brisbane (Jamie Boyd & Abbie Mitchell). By requesting and accepting a quote, you agree to these terms.

## 1. Quotes and Pricing

- All quotes are provided free of charge and are valid for 30 days from the date of issue.
- Quotes are based on information provided at the time of inspection. Additional charges may apply if unforeseen hazards or conditions are discovered on site.
- Any variation to the agreed scope of work will be discussed and agreed with the customer before proceeding.
- All prices include GST unless otherwise stated.

## 2. Booking and Scheduling

- Jobs are scheduled upon acceptance of the quote and receipt of any required deposit.
- We will confirm your scheduled date by phone or email. We will contact you if any delay or change is required.
- We reserve the right to reschedule jobs due to adverse weather conditions that pose a safety risk. We will notify you as soon as practicable.

## 3. Payment Terms

- Payment is due on completion of the job unless otherwise agreed in writing.
- We accept cash, bank transfer and other payment methods as agreed at the time of booking.
- For larger commercial jobs, a deposit may be required prior to commencement.
- Overdue accounts may incur interest and recovery costs.

## 4. Cancellations

- Cancellations with less than 24 hours notice may incur a call-out fee to cover travel and preparation costs.

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- We will not charge a cancellation fee where cancellation is due to extreme weather or circumstances beyond your control.

## 5. Access to Property

- The customer is responsible for ensuring safe and clear access to the work area prior to the scheduled date.
- Please advise us of any underground services, irrigation systems or other hazards before work commences.
- Vehicles and equipment will be parked and staged with care to minimise impact on your property.

## 6. Scope of Work

- We specialise in the safe removal of small to medium trees. We do not undertake the removal of very large trees requiring a crane or heavy equipment.
- All work is carried out in accordance with our Safe Work Method Statement.
- We will advise you if any work falls outside our scope and recommend appropriate alternatives.

## 7. Clean-Up

- All debris, timber and green waste generated by our work will be removed or chipped on site unless otherwise agreed.
- We aim to leave your property cleaner than we found it.
- Stumps are not included in tree removal quotes unless specifically agreed. Stump grinding is a separate service.

## 8. Insurance

- Lop and Drop Tree Care Brisbane holds public liability insurance of \$10,000,000 per occurrence with XL Insurance Company SE underwritten by Brooklyn Underwriting.
- A current Certificate of Currency is available on request.
- Customers are advised to notify their own home and contents insurer prior to major tree work.

## 9. Wildlife and Environmental Obligations

- We follow all Queensland wildlife regulations. If protected wildlife is found during work, we will stop and take appropriate action as required by law.
- Any delays caused by wildlife protection obligations are not the responsibility of Lop and Drop Tree Care Brisbane.

## 10. Liability

- We take all reasonable precautions to protect your property during tree work. However, minor incidental damage to lawn, garden beds or fencing may occur during the course of normal tree work operations.
- We are not liable for damage caused by pre-existing tree conditions, root systems, or structural issues that were not visible or disclosed prior to work commencing.
- We are not liable for damage to underground services that were not disclosed or marked prior to work.

## 11. Disputes

- We aim to resolve any concerns promptly and professionally. Please contact us directly in the first instance at admin@lopanddroptreecare.com or 0401 986 586.
- These terms are governed by the laws of Queensland, Australia.

## 12. Acceptance

By accepting a quote from Lop and Drop Tree Care Brisbane you confirm that you have read, understood and agree to these Terms and Conditions.

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