

What is the difference between a Quote and an Estimate?

Quote

A quote is an offer to carry out particular works at the specified price. Our written quotes include a description of what is to be done, the cost of labour and materials, any additional expenses such as hire or refuse costs. We will also state how long the quote is valid for.

A quote is an explicit 'price promise' to the customer for the specified work and is the price you pay, barring matters outside our reasonable control and increase in the cost of materials.

Any materials, services or subtrades not included in the quote will be clearly identified.

Estimate

An estimate is our best guess as to what the work will cost based on a visual inspection. You can expect the final invoice to be no more than 15% higher than the estimate, but it may also be lower than the estimate if less materials or labour are required.

We will generally provide an estimate where there are uncertainties as to the quantity of materials and/or labour required. A good example of this would be a leak; without removing and getting into the leak-damaged area, it is impossible to determine what structural work may be required such as framing, for example.

Any materials, services or subtrades not included in the estimate will be clearly identified.

Extra Work

Regardless of whether you have accepted a quote or an estimate, in the event of unforeseeable problems where extra work is required beyond what could reasonably have been anticipated or controlled, we will always:

- Inform you as soon as possible; and
- Provide costs, in writing if required; and
- Seek your approval before commencing any extra work.