

# THANK YOU FOR INVITING US TO YOUR HOME

## YOUR DECKING SYDNEY QUOTE!

We are the only one-stop deck builder specialist in Sydney that offers a showroom displaying product, craftsmanship and quality of work. Decking Sydney aims to provide you with a competitive quote coupled with service that will assist you with every step of the way to your new dream deck! Let me tell you how.

**Our obligation free quote** is your firsthand experience of our professional service as our customer. From receipt of your enquiry, whether it be by telephone, webmail or in person you will receive an email confirming your details (please ensure we have your correct information) and enquiry, the email will also contain links to our social media pages where you can peruse our finished projects and works-in-progress.

We aim to have your personalised quote available for email delivery within 7 days of the site visit. Ensure our email address is in your email address book and look out for your quote in your junk mail box. If the quote has not arrived after 7 days, I welcome your call on 1300 433 254 in some instances your email address is incorrect or your server rejects our attachments.

*We believe communication is the key to a good relationship!*

Finally, I always welcome feedback, positive or not. I see feedback as an opportunity to improve and consider new options for our customers. If you feel you would like to share your thoughts, please do not hesitate to contact me.

We look forward to hearing from you soon and we are excited with the prospect of being your builder of choice for your new home project!

Yours sincerely,

Veronica Meyer  
GENERAL MANAGER

## THE QUOTE

Our quote is a comprehensive document that outlines structural and technical information reflecting your project. Each element is priced separately to assist you with breakdown costs. When you receive your quote, you may want to eliminate elements, this is possible and changes can be made.

## REQUOTING

We are always happy to amend a quote and offer a requote, however being a complimentary service we trust that your request to requote is an indication that you have an intension to commit to our service and are largely looking for the perfect agreement.

## ACCEPTING THE QUOTE

If you choose to engage Decking Sydney please reply to the quote email with your choice of project elements. An offer to engage our service will be sent to you as an invoice of 10% of the total amount of your project, you will find our terms and conditions outlined in the invoice. If you require a different name or address on your invoices please advise us.



## VALID 30 DAYS

Quotes are valid for 30 days, if you would like Decking Sydney as your deck builder please notify us within the 30 days of receiving your quote.

## PRICE GUARRANTEE

We guarantee that what is listed on the invoice is what you will pay, there are no hidden extra costs to your project.

## PAYMENT METHODS

All our projects have a structured payment system. Payments are made via Electronic Funds Transfer with an advice of each payment from you when payments are made. We accept credit card payment via telephone and offer finance to some of our projects, please ask if you qualify!

Decking Sydney structural guarantee on all our decks is for 6 years and we hold public liability insurance for up to \$20 million-dollars.

**DECKING**  
  
**SYDNEY**