



EZI-CARE PTY LTD
shop 16-17 Fairfield Forum shopping center
Station st FAIRFIELD NSW 2165
PH: 02 97239230 FX: 02 97260096

A.B.N 61619485264

SERVICE AGREEMENT

This service agreement is made between:

Name of Client _____ and

Name of Service Provider EZI-CARE PTY LTD __ Provider Number: 4050027447.

The agreement will start from the date once both, Client and Service Provider will have read and agreed to their responsibilities and have the agreement signed and dated.

The prices are described in the purchases form at the end of this agreement.

All prices are GST inclusive (if applicable).

Additional expenses (i.e. things that are not included as part of a Participant's NDIS supports) are the responsibility of the participant / participant's representative and are not included in the cost of the products/services. Examples

Service Provider's Responsibilities

The Service Provider will:

- Work with the Client to provide the right products that meets the Client's needs
- Treat the Client with courtesy and respect
- Consult the Client if decisions need to be made and apply any arrangements agreed with the Client.
- Listen to the Client's concerns and feedback and quickly resolve any problem arises
- Protect the Client's privacy and confidential information
- keep clear record about the services provided/ products sold to Client
- Issue regular invoices that have clear explanation of any product sold, cost and services (eg delivery) and when the payment is due
- let the Client know if any contact details set out in this agreement change and also review the service with the Client every, eg. 4 months ____.

Client's Responsibilities

The Client will:

- Pay the invoices issued by the Service Provider for any product sold or service provided
- Work with the Service Provider to ensure the Client's need are meet
- Treat the Service Provider with courtesy and respect
- Talk to the Service Provider about any problems if arises and have them solved
- Let the Service Provider know if there is any change to the NDIS plan that is the basis for this agreement. Notice of 24 hours should giving for cancellation required or normal fees and charges will apply
- Let the Service Provider know of any changes of contact details set out in this agreement

Changing this Agreement

If the client and service provider want to change or update the agreement, they must make any changes they have discussed and agreed to in writing and have them signed and dated by the Client and Service provider. Page 1 of 2

Ending this Agreement

If either the Client or the Service Provider want to end this agreement, both agrees to give 14 day's notice to each other. And all payment's or delivery's should be fulfilled and settled by both Participant/ Provider within the 14 day's period or they agree on .

Feedback, complaints and disputes

If the participant/client/patient wishes to give the provider feedback or make a complaint, the participant can contact the Provider (see Provider Contact Details below)

If the participant is not satisfied or does not want to talk to the Manager of the service, the participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

Provider Contact Details

Contact Name: Rony Yousef
Phone Number: 02 97239230
Mobile Number: 0402596114
Address: Shop 16-17 Fairfield Forum shopping center, Station street

NDIS Patient details

Participants name:Address:
NDIS Number: Reference Number:
DOB: Contact Number:
Email:

Agreement Signatures

The Client and Service Provider agree to the terms set out above.

Signature of Client: _____ Date: ____/____/____

[If signed by a Nominee:] I confirm that this agreement has been explained to the person receiving the service and that they agree to this:

Nominee Name: _____ relationship to the Participant: _____

Signature of the Nominee: _____ Date: ____/____/____

Signature of the Service Provider _____ Date: ____/____/____

Warranty

Most products have 1year company warranty, excluding electrical scooters and wheelchair which has 6 months of warranty.

No warranty on wear and tear or misuse of the product.

