Jac's Sharpening

Customer Terms and Conditions

By leaving an item with Jac's Sharpening, requesting a quote, approving work, or paying an invoice, you agree to the following terms. These terms cover our accepted sharpening and repair services. Section 18 contains additional terms for tungsten carbide tipped (TCT) saw blades. For TCT saw-blade work, section 18 takes precedence over any inconsistent general term, subject to Australian Consumer Law.

1 Our services

We provide sharpening, repair and edge maintenance services for items we agree to accept, including knives, chisels, plane blades, drill bits, TCT saw blades and similar tools.

We may decline items that are unsafe, excessively damaged, contaminated, unlawfully possessed, or not suitable for sharpening.

2 Quotes and pricing

Quotes are estimates unless we clearly state otherwise.

If we inspect an item and find that extra work is needed, we may contact you with a revised price before proceeding. For TCT saw blades, the estimate, approval and additional-charge rules in section 18 apply.

Every job order carries a $7.50 workshop consumables charge. This charge will be separately identified and included in the all-inclusive quote or estimate total. Pickup and delivery are charged at $1 per kilometre for the return journey from Jac's Sharpening to the agreed address and back, with a minimum charge of $10 per trip. Pickup and delivery are separate trips, each charged on this basis. Transport charges will be confirmed before booking and included in the quote or estimate where agreed. Any rush-job charges, replacement parts, special work or other applicable charges will also be separately identified and included in the total.

3 Your item and your instructions

You confirm that:

- you own the item, or are authorised to ask us to work on it
- the item is legal to possess
- the item is safe to handle and reasonably clean
- you have told us about any known issues, such as chips, cracks, rust, loose handles, warping, prior damage, or previous poor sharpening

If you ask for a particular angle, finish, or aggressive material removal, we will do our best to follow your instructions. Some requests carry more risk than others depending on the steel, condition and previous history of the item.

4 Important things to know about sharpening

Sharpening removes metal. As part of the process, the item's appearance may change, including:

- bevel width

- scratch pattern
- polish
- edge angle
- overall finish

Results depend on the type of steel, hardness, heat treatment, prior sharpening, existing wear, corrosion and the condition of the item when it comes to us.

Unless we specifically agree otherwise, we do not guarantee:

- a factory finish
- an exact factory angle
- restoration to as-new condition
- that all existing damage can be fully corrected

5 Pre-existing damage and hidden defects

Some items have hidden weaknesses that only become apparent during sharpening. This can include cracking, corrosion, edge instability, poor previous grinding, heat damage or structural weakness.

We are not responsible for loss or damage caused by:

- hidden or pre-existing defects
- poor prior repairs or sharpening
- corrosion, fatigue or normal wear and tear
- issues you did not tell us about
- risks you accepted after we warned you

Nothing in these terms excludes your rights under Australian Consumer Law.

6 If we think the item should not be worked on further

If we believe continued work is likely to damage the item, create a safety issue, or lead to a poor result, we may stop and contact you.

In that case, you may still be charged for the work already completed and any agreed inspection or handling fee.

7 Turnaround times

Any completion time we give is an estimate unless we have agreed to a fixed date in writing.

Delays can happen due to workload, illness, equipment problems, weather or supply issues.

8 Collection, delivery and risk

We take reasonable care with all items left with us.

If you ask us to leave an item unattended for collection or delivery, the risk passes to you once it has been left in the agreed place.

Please inspect your item as soon as reasonably possible after collection or delivery and let us know promptly if you think there is a problem.

9 Payment

Unless we agree otherwise, payment is due on collection or delivery. For TCT saw-blade work, payment is due before collection or return delivery, as set out in section 18.

We may ask for a deposit for larger, unusual or commercial jobs.

We may hold goods until the relevant invoice has been paid, to the extent permitted by law.

10 Cancellations

You may cancel before work starts, although any agreed inspection fee or special costs already incurred may still be payable.

If you cancel after work has started, you must pay for the work already carried out and any approved costs already incurred.

A change of mind after sharpening is completed does not entitle you to a refund, repair or replacement unless required by law.

11 Consumer rights

Our goods and services come with guarantees that cannot be excluded under the **Australian Consumer Law**.

Nothing in these terms excludes, limits or overrides any rights you may have under that law.

If we do not meet a consumer guarantee, we will provide a remedy as required by law.

12 Safety

Sharpened items may be significantly sharper than when received.

You are responsible for handling, transporting, storing and using sharpened items safely after they are returned to you.

Please keep sharpened items out of reach of children and any other person who may be at risk.

13 Photos and records

We may take photos of items before, during and after sharpening for record-keeping, quality control, insurance or dispute resolution.

We will not use identifiable customer details in advertising without consent.

14 Parkinson’s research donation statement

Where we advertise that part of our sharpening fees is donated to Parkinson’s research, that statement applies as described by us at the time of sale.

Unless stated otherwise, any such donation is made by **Jac’s Sharpening** from business revenue after payment is received.

The customer is purchasing a sharpening service, not making a tax-deductible donation.

Unless we say otherwise, references to a percentage donation apply to sharpening fees only and do not include pick-up and drop-off fees, call-out fees or third-party costs.

15 Uncollected items

We will notify you when your item is ready.

If an item is not collected within a reasonable time, we may charge a storage fee if that fee has been disclosed in advance.

If an item remains uncollected for an extended period, we may deal with it in accordance with applicable Queensland law.

16 Complaints

If you are unhappy with our service, please contact us first and give us a fair chance to sort it out.

17 Governing law

These terms are governed by the laws of Queensland and Australia.

18 TCT saw blade repair and sharpening

These additional terms apply to TCT saw-blade inspection, repair and sharpening. The general terms above also apply, except where they conflict with this section.

18 1 Inspection fee

A $20 inspection fee applies per order, payable before inspection. This is separate from repair and sharpening charges and is non-refundable once the inspection has been completed, including where a blade is unsuitable for repair or the customer declines the estimate, subject to Australian Consumer Law.

18 2 Pickup and delivery

Pickup and delivery are charged at $1 per kilometre for the return journey from Jac's Sharpening to the agreed address and back, with a minimum charge of $10 per trip. Pickup and delivery are separate trips, each charged on this basis. Charges will be confirmed before booking and included in the all-inclusive estimate where agreed. Charges are non-refundable once the relevant trip has been completed, subject to Australian Consumer Law.

18 3 Workshop consumables fee

The $7.50 workshop consumables charge per job order described in section 2 also applies to TCT saw-blade orders. It will be separately identified in the all-inclusive estimate and included in its total. It is charged once per order.

18 4 Estimate and acceptance

Following inspection, the customer will receive an all-inclusive estimate by email based on the blade's diameter, number of teeth, condition and required work. The estimate will separately identify inspection, repair and sharpening, the $7.50 workshop consumables fee, any agreed pickup and delivery charges, and any other applicable charges, and include them in its total. Any inspection or transport charges already paid will be shown as paid so they are not charged twice.

Repair or sharpening will only proceed after the customer accepts the estimate and these terms by text, email or signature.

18 5 Final cost and additional work

The estimate is indicative. The final repair and sharpening charge will reflect the machining, labour, replacement teeth and materials actually required and may be greater or less than the estimate.

By accepting the estimate and these terms, the customer authorises additional charges of up to $75 above the estimated total. This allowance will also be clearly stated in the estimate.

Before undertaking work that would exceed the estimated total by more than $75, Jac's Sharpening will obtain the customer's approval for a revised estimate, unless the customer has already authorised a higher maximum spend. Charges will not exceed the authorised limit without further consent.

18 6 Blade suitability

Acceptance for inspection does not guarantee that a blade can be safely or economically repaired. If inspection or machining reveals cracks, distortion, damaged teeth or other defects affecting suitability, work will pause and the customer will be advised of the options and costs.

An unsuitable blade will be returned unless the customer authorises its disposal.

18 7 Cancellation

If the customer cancels after work has started, charges apply for authorised work already completed and reasonable, previously approved costs already incurred. Completed inspection and transport charges remain payable, subject to Australian Consumer Law.

18 8 Completion and payment

Any completion date is an estimate unless expressly agreed otherwise. The customer will be advised of significant delays. Payment is due before collection or return delivery.

18 9 Consumer rights

Services will be carried out with due care and skill. Nothing in these terms excludes or limits any rights or remedies available under Australian Consumer Law.