QUOTE TANDEM

Trial service agreement

Complete the parties and dates, review all three pages, then record acceptance on page 3. This agreement covers one two-week quote follow-up trial.

Service provider full legal name

Andrew Robert Cavacuiti

Verified provider ABN

70 419 458 088

Client full legal name and trading name

Client ABN

Client billing email

Trial start date

Trial end date two weeks later

The agreed service

We personally follow up the client's recent unanswered quotes, using a client-approved script, contact list and business calling account. We record attempts, questions and agreed next steps, then provide a written outcome summary by the trial end date.

Trial limit	Included
Quotes	Up to 10 approved quotes
Attempts	Up to 2 contact attempts per quote
Time	Up to 3 hours in total including setup, calls, notes and reporting
Total fee	A$250.00 including GST of A$22.73

The quote, attempt and time limits all apply. Work stops when the first applicable limit is reached. We agree priorities in advance and tell the client before any extra work is proposed. Extra work requires a separate written scope and price.

Payment and starting

The fee is payable after acceptance and before the agreed start date. Work starts once payment, the approved list, script, permissions and calling access are ready. If these are delayed, both parties agree revised trial dates in writing. The trial has no automatic renewal.

Service terms

These terms apply together with the service order on page 1 and the authority and acceptance record on page 3.

Client decisions and approvals

The client supplies accurate quote information, lawful contact instructions, booking capacity and an escalation contact. The provider may explain only approved information and arrange approved next steps. Discounts, technical advice, changes to the quoted work and acceptance of jobs remain the client's decisions. The provider cannot bind the client to a sale, vary prices or collect customer payments.

Customer contact

Both parties must meet the contact and privacy rules that apply to their activities. Before calls begin, the client supplies evidence of consent or another permitted basis, relevant Do Not Call checks, and all opt-outs. We agree lawful calling windows in each recipient's local time. The provider identifies themselves and the client, uses a displayed return number and stops immediately if a recipient asks. No cold prospecting, bulk messaging or call recording is included.

Information and access

Customer information is used only for this trial and shared only with the client or people the client approves. Use an agreed access-controlled transfer method and individual or delegated calling access. Do not send passwords or unnecessary sensitive data. The provider promptly reports suspected loss or unauthorised disclosure and cooperates in containment. Raw customer lists and working copies are returned or deleted within 30 days of completion, except records needed by law or minimal records needed to honour opt-outs.

Pausing and cancellation

Either party may pause or end unfinished work by email. The provider may pause calls where permission, safety, accuracy or lawful contact is uncertain and will explain what is needed to resume. Cancellation before any work starts receives a full refund. If work has started but the agreed scope is unfinished, the charge is the proportion of the A$250 fee matching recorded time used out of the three-hour allowance, capped at A$250. Refund any unused balance within seven business days. If the agreed work has been completed, the fixed fee is earned even if less than three hours was required.

Care and results

The provider will perform the service with due care and skill. The service promises the agreed activity and reporting, with no guarantee of customer responses, bookings, sales or revenue. Nothing in this agreement removes rights or remedies that cannot lawfully be excluded, including under the Australian Consumer Law.

Changes and concerns

Changes to scope, dates or fees require both parties' written agreement. Raise a concern promptly at hello@quotetandem.net so the parties can seek a practical remedy. This does not prevent either party using any statutory right, regulator or court process. Any ongoing service requires a separate agreement.

Authority and acceptance

Approve this record only after the parties, trial dates, fee, calling permissions and intake brief have been completed and checked.

Client authority

- [ ] I am authorised to accept this agreement for the client named on page 1.
- [ ] The approved customers have an existing quote or enquiry with our business. The list excludes people who have asked us to stop contacting them.
- [ ] We will supply the permission evidence, relevant Do Not Call checks and agreed calling windows before any calls begin.
- [ ] The script, factual information, permitted next steps and escalation contact are approved in the intake form.
- [ ] We will provide the business calling account and an agreed secure way to exchange the necessary information.
- [ ] I understand the A$250 GST-inclusive fee, the three-hour limit, cancellation terms and that sales outcomes are not guaranteed.

Client acceptance

Authorised person full name

Position

Signature or typed name with intent to accept

Acceptance date

Provider acceptance

Provider full legal name

Andrew Robert Cavacuiti

Acceptance date

Signature or typed name with intent to accept

Acceptance may also be recorded by an email from each authorised person clearly accepting this completed three-page agreement. Keep the completed agreement, intake brief and acceptance emails together. Blank fields or an unsigned template do not record acceptance.