

## **Alpha Engineering Services – Business Policy**

### **Table of Contents**

1. Quality Assurance & Consumer Protection Policy
2. Warranty, Service Guarantee, and Deposit Protection Policy
3. Exchange and Refund Policy
4. Deposit and Cancellation Policy
5. Defective Work and Material Replacement Policy
6. Service Information, Pricing, and Schedule Policy
7. Variation of Works Policy
8. Discounted Pricing Policy
9. Payment Methods and Channels Policy
10. Fair Charging and Correct Change Policy
11. Additional Charges Policy
12. Payment Schedule Policy
13. Customer Data Security Policy

## 1. Quality Assurance & Consumer Protection Policy

At **Alpha Engineering Services**, we are committed to delivering goods and services of the highest quality, in line with the requirements set forth in the **Sales of Goods Act (S14(2))**, the **Consumer Protection (Fair Trading) Act**, and the **Lemon Law**. Our policy is built around ensuring consumer satisfaction, maintaining trust, and ensuring fairness in all transactions.

### 1. Goods and Services of Satisfactory Quality

We ensure that all goods provided by Alpha Engineering Services meet the criteria of satisfactory quality as defined in the **Sales of Goods Act**. This means that our products are:

- Free from defects
- Safe to use
- Durable and fit for their intended purpose
- As described and conform to any relevant standards or specifications

### 2. Transparent and Fair-Trading Practices

We operate under the guidelines of the **Consumer Protection (Fair Trading) Act**, ensuring that all our marketing, advertising, and sales practices are clear, truthful, and not misleading. Alpha Engineering Services is dedicated to:

- Providing accurate information about our products and services
- Not engaging in deceptive or unfair practices
- Ensuring fair treatment for all customers

### 3. Consumer Rights and the Lemon Law

In the event that any of our products fail to meet the expected standard of quality, we adhere to the principles outlined in the **Lemon Law**. If goods provided by Alpha Engineering Services are found to be defective or fail to perform as expected, we offer:

- A clear and transparent process for requesting a repair, replacement, or refund
- Prompt and efficient resolution of issues related to product defects
- Full compliance with consumer rights under the law

### 4. Our Commitment to Customer Satisfaction

At Alpha Engineering Services, our customers are at the heart of everything we do. We are dedicated to providing products and services that exceed customer expectations while ensuring compliance with all relevant consumer protection laws. We strive to:

- Resolve any issues quickly and fairly
- Maintain the highest standards of quality in all our offerings
- Continuously improve our goods, services, and processes to ensure customer satisfaction

**5. Contact Information for Queries or Complaints**

*If you have any questions, concerns, or complaints regarding our products or services, please do not hesitate to contact us at Tel: +65 6265 2262 or Email: [services@alphaengineering.sg](mailto:services@alphaengineering.sg)*

## 2. Warranty, Service Guarantee, and Deposit Protection Policy

*At Alpha Engineering Services, we are dedicated to ensuring the highest standards of quality, transparency, and customer protection throughout all stages of our work. We believe in clear communication of the terms and conditions of warranties and service guarantees, as well as safeguarding customer deposits in accordance with industry regulations.*

### 1. Warranties and Service Guarantees

*We provide comprehensive warranties and service guarantees for all of our goods and services to ensure customer satisfaction and to protect against defective workmanship and materials. Our warranties include:*

- **Clear Terms:** *The duration, scope, and specific conditions of the warranty will be explicitly stated in the contract or agreement for each service or product.*
- **Coverage:** *Our warranties cover defects in materials or workmanship, and we ensure that any such issues will be addressed promptly.*
- **Customer Rights:** *If a defect occurs within the warranty period, customers are entitled to free repair, replacement, or any other applicable remedy, depending on the situation.*

### 2. Delayed Works and Defective Workmanship/Materials

*In the event of delays in project completion or issues with defective workmanship or materials, Alpha Engineering Services will take full responsibility for:*

- **Delayed Completion:** *If the project is delayed due to reasons within our control, we will notify the customer immediately and work diligently to complete the work within an agreed-upon new timeline.*
- **Defective Workmanship/Materials:** *If defects in workmanship or materials are found, we will correct them at no additional cost to the customer. This includes rework or the provision of replacement materials, depending on the nature of the defect.*
- **Defect / liability period:** *Alpha Engineering Services provides a Defect Liability Period of 12 months from the date of completion and handover of the renovation works.*

*During this period, the company shall, at its own cost, rectify any defects in workmanship or materials that arise as a result of the renovation works carried out, provided such defects are not due to:*

- Misuse, neglect, or alteration by the homeowner or any third party;*
- Natural wear and tear;*
- External causes beyond the control of Alpha Engineering Services (e.g., flooding, fire, or other Acts of God).*

*All defect rectification works must be formally requested in writing within the*

*Defect Liability Period.*

*Upon receipt of such notice, Alpha Engineering Services will investigate and, where applicable, perform necessary rectification within a reasonable timeframe, typically within 1 to 4 weeks upon notification, subject to material availability and nature of the work.*

**3. Protection of Customer Deposits**

*Our business protects customer deposit payments against closure, winding up and/or liquidation among others, through the CASE-approved deposit protection bond. Customer will be given documented proof of the protection immediately upon making a deposit payment.*

**4. Transparency and Customer Communication**

*We believe in keeping our customers fully informed throughout the process:*

- **Contractual Clarity:** *All terms and conditions related to warranties, service guarantees, and deposit protection will be fully explained and documented at the start of each project.*
- **Continuous Support:** *If any concerns arise regarding our services, warranties, or deposits, customers can contact us directly for assistance. Our team is always available to provide clear and responsive communication regarding the status of their project.*

**5. Our Commitment to Fair Business Practices**

*We are committed to upholding the highest standards of integrity and professionalism. We believe that clear terms, transparent dealings, and the protection of our customers' investments are essential to building trust and ensuring long-term success.*

*In the event that the Works are not of an acceptable standard, or if the Contractor ceases work on the Premises without reasonable explanation for more than (30) consecutive days, the Employer/Owner may terminate the Agreement by paying the Contractor only the value of the Works already performed, less compensation for inconvenience or additional expense caused as a result thereof or the Employer/Owner may exercise and enforce their strict legal rights for such stoppage.*

**6. Contact Information for Queries or Complaints**

*If you have any questions, concerns, or complaints regarding our products or services, please do not hesitate to contact us at Tel : +65 6265 2262 or Email : [services@alphaengineering.sg](mailto:services@alphaengineering.sg)*

### 3. Exchange and Refund Policy

At **Alpha Engineering Services**, we prioritize customer satisfaction and aim to provide a seamless experience when it comes to exchanges and refunds. Our **Exchange and Refund Policy** is designed to ensure that our customers are fully informed of their rights and the procedures to follow should they need to request an exchange or refund.

#### 1. Time Frame for Exchange and Refund

We offer exchanges and refunds within the following time frames, depending on the nature of the product or service:

- **Goods:** Customers may request an exchange or refund within 7 days from the date of purchase or delivery, provided the goods are in their original condition (unused, undamaged, and with all original packaging and labels intact).
- **Services:** For services, the time frame for exchange or refund requests is within 7 days of the completion of the service or as stipulated in the contract, depending on the nature of the service provided.

#### 2. Conditions for Exchange and Refund

Exchanges and refunds are subject to the following conditions:

- **Defective or Faulty Goods:** If goods purchased are found to be defective or not as described, we will offer a full refund or exchange at no additional cost.
- **Change of Mind:** If the customer has simply changed their mind about a product or service, we may offer an exchange or credit at our discretion, provided the item is still in its original condition. A restocking fee may apply in some cases.
- **Service-Related Refunds:** If the service performed does not meet the expected standards or was not completed as agreed, the customer may be entitled to a partial or full refund based on the nature of the complaint, as per the agreement or contract.
- **Non-refundable Items:** Certain items and services, may not be eligible for exchange or refund.

#### 3. Process for Exchange and Refund Requests

To ensure efficient processing of exchange and refund requests, customers are required to follow these steps:

1. **Submit a Request:** Customers must contact us within the applicable time frame to request an exchange or refund.
2. **Provide Documentation:** The customer must provide proof of purchase (e.g., receipt or order confirmation) and a detailed description of the reason for the exchange or refund.
3. **Inspection:** For goods, a member of our team will inspect the returned item(s) to verify the condition before processing an exchange or refund.
4. **Processing:** Once the request is approved, we will process the exchange or refund within 7 days. Refunds will be issued through the original payment method, and exchanges will be handled based on product availability.

#### **4. Additional Terms**

- **Delivery Charges:** Any delivery or shipping charges for returning goods or services are the responsibility of the customer, unless the product was defective or there was an error on our part.
- **Partial Refunds:** If the returned goods have been used, damaged, or not returned in their original condition, a partial refund may be issued, or the exchange may be denied.

#### **5. Customer Satisfaction**

*At Alpha Engineering Services, we strive to ensure that every customer is satisfied with our products and services. If you have any concerns or questions about our Exchange and Refund Policy, we encourage you to reach out to our customer service team for assistance. We are committed to resolving any issues promptly and fairly.*

#### **6. Contact Information**

*If you wish to request an exchange or refund or need assistance with any aspect of this policy, please contact us at Tel : +65 6265 2262 or Email : [services@alphaengineering.sg](mailto:services@alphaengineering.sg)*

## 4. Deposit and Cancellation Policy

*At Alpha Engineering Services, we strive to ensure transparency and clear communication with our valued customers. Our policy regarding deposits and cancellations is designed to protect both our clients and our business. By making a deposit, you acknowledge and agree to the following terms:*

### 1. **Deposit Requirements**

*A deposit is required to confirm and secure our services. The deposit amount will be stated in the quotation. For projects equal or more than \$5,000, the deposit will not exceed 20% of the total quoted amount. For smaller projects below \$5,000, the deposit will range between 20% and 50%, depending on the nature of the service and material procurement requirements.*

### 2. **Cancellation by the Client**

*If a transaction or service request is cancelled by the client, the following terms will apply:*

- **Cancellation Before Service Commencement:** *Free cancellation up till 3 days before commencement date, after which deposit will be forfeited. Clients must provide written notice of cancellation to Alpha Engineering Services. A full or partial refund of the deposit may be granted depending on the notice period and specific service terms agreed upon.*
- **Cancellation After Service Commencement:** *If the service has already begun or materials have been ordered, no refund will be issued for the deposit. This includes any costs incurred by Alpha Engineering Services on behalf of the client.*

### 3. **Notice of Cancellation**

*Clients must provide written notice of cancellation to Alpha Engineering Services. The notice period and any associated cancellation fees will be specified in the contract.*

### 4. **Non-Refundable Deposits**

*In some cases, deposits are non-refundable, especially when the nature of the service involves custom work, specialized materials, or pre-arranged scheduling. This will be clearly communicated before the deposit is made.*

### 5. **Force Majeure**

*Alpha Engineering Services is not liable for any delays, cancellations, or non-performance due to circumstances beyond our control (e.g., natural disasters, strikes, etc.).*

*By accepting these terms, the client confirms they have read, understood, and agreed to the terms outlined in this policy.*



## 5. Defective Work and Material Replacement Policy

*At Alpha Engineering Services, we take pride in the quality of our work and materials. In the event of defects in workmanship or materials supplied, we are committed to rectifying any issues at no additional cost to the client. The following terms and conditions apply:*

### 1. Defective Work and Materials

*If any part of the work carried out by Alpha Engineering Services is found to be defective, or if the materials supplied are defective or fail to meet the specified standards, the client must notify us in writing.*

### 2. Notification of Defects

- Clients must inform Alpha Engineering Services of any defects within a reasonable period after the defect is discovered. The notification should include details of the issue and, where possible, any supporting evidence (such as photographs or descriptions of the defect).*
- Defects should be reported within 7 days from the completion of the service or delivery of materials, unless otherwise specified in the contract agreement.*

### 3. Rectification of Defects

*Upon receipt of the defect notification, Alpha Engineering Services will:*

- Assess the issue and determine the cause of the defect.*
- Take appropriate action to rectify the defective work or replace the defective materials at the company's own expense.*
- The rectification work will be completed within 21 working days from the date of notification, unless a different time frame is mutually agreed upon by both parties.*

### 4. Limitations of Liability

- This policy covers defects in materials or workmanship directly related to the services provided by Alpha Engineering Services. It does not apply to defects caused by misuse, improper handling, or alterations made by the client or third parties.*
- Alpha Engineering Services is not responsible for defects that arise from factors outside the company's control, such as natural wear and tear or external damage.*

### 5. Replacement Materials

- Any defective materials supplied by Alpha Engineering Services will be replaced with equivalent, high-quality materials at no additional cost to the client. The client will be notified of any delays in material replacement, if applicable.*
- Replacements will be made with materials of a similar or better quality, depending on availability and the original specifications.*

**6. Resolution Process**

- *After the defect is identified and the issue is agreed upon, Alpha Engineering Services will coordinate with the client to schedule the rectification or replacement works. The client must provide reasonable access to the property or site to allow for these works to be completed.*

**7. No Additional Charges**

- *Rectification work or replacement of defective materials will be performed at the expense of Alpha Engineering Services. No additional charges will be imposed on the client for these rectifications.*

*By accepting services and materials from Alpha Engineering Services, you acknowledge and agree to the terms of this Defective Work and Material Replacement Policy.*

## 6. Service Information, Pricing, and Schedule Policy

*At Alpha Engineering Services, we believe in transparency and clear communication with our customers. To ensure a positive experience, we provide comprehensive information about the services we offer, the associated pricing, and the schedule of works. The following terms outline our commitment to providing clear and accurate details to our clients:*

### 1. Service Information

- *Alpha Engineering Services will provide clear descriptions of the services offered, including the scope of work, the expected outcomes, and any relevant details required for the client to make an informed decision.*
- *All services provided will be outlined in the contract agreement or quotation before any work begins. If additional services are requested by the client during the course of the project, these will be documented and agreed upon in writing.*

### 2. Pricing

- ***Clear and Transparent Pricing:*** *We will provide a detailed breakdown of all pricing related to the services offered. This includes any applicable labor, materials, and additional costs.*
- ***Fixed or Estimated Price:*** *For most services, a fixed price will be agreed upon prior to the start of the project. In cases where an estimate is provided (for projects that may require adjustments), we will notify the client of any changes in cost before proceeding with additional work.*
- ***Payment Terms:*** *The agreed price will be clearly outlined in the contract agreement, including payment terms such as deposit amounts, due dates, and final payments. Any additional charges that may arise during the course of the project will be communicated to the client as soon as possible.*

### 3. Schedule of Works (Timetable)

- ***Clear Timelines:*** *Alpha Engineering Services will provide an estimated schedule of works, which includes the start date, milestones, and estimated completion date. Any variations to the original schedule will be communicated promptly to the client.*
- ***Delays and Changes:*** *In the event of unforeseen circumstances or factors beyond our control (such as weather, supply delays, or other external issues), we will notify the client of any changes to the timetable. A revised schedule will be provided if necessary.*
- ***Completion Confirmation:*** *Upon completion of the work, we will notify the client and confirm the final completion date. Any remaining tasks will be addressed promptly.*

**4. Communication**

- *Throughout the course of the project, we will maintain open lines of communication with the client to provide updates on progress, address any concerns, and make adjustments to the schedule or scope of work if needed.*
- *Clients are encouraged to reach out at any time for clarification on services, pricing, or the schedule of works.*

**5. Customer Approval**

- *Before work begins, clients will be asked to review and approve the contract agreement, pricing details, and the schedule of works. No work will proceed without the client's written consent to the agreed terms.*

*By engaging with Alpha Engineering Services, you acknowledge and agree to the terms outlined in this policy. We strive to offer transparency, professionalism, and high-quality service in every project.*

## 7. Variation of Works Policy

*At Alpha Engineering Services, we understand that changes to the scope of work may occur during the course of a project. To ensure clarity and agreement between both parties, the following provisions apply to any variations made to the original scope of work.*

### 1. **Definition of Variations**

*A variation is defined as any change, addition, or omission to the scope of work initially agreed upon in the contract agreement or quotation. Variations can include, but are not limited to:*

- Changes to the materials or specifications*
- Additional services or tasks not initially included in the scope*
- Alterations to the project timeline*
- Modifications due to unforeseen circumstances or client requests*

### 2. **Client Approval for Variations**

- Any variation to the agreed-upon works will only be carried out once the client has been informed and given approval, typically in writing (e.g., via email, WhatsApp messenger or signed agreement).*
- A revised quotation or price breakdown reflecting the change(s) will be provided for the client's approval before work proceeds.*
- If the variation impacts the original timeline, the client will be notified, and a revised schedule will be agreed upon.*

### 3. **Price Adjustments for Variations**

- Variations may lead to changes in the overall price of the project. If the variation increases the scope of work or requires additional materials, the client will be provided with a cost estimate before proceeding.*
- In cases where a variation reduces the scope of work or removes services, a reduction in price may be applicable. Any adjustments will be agreed upon by both parties.*

### 4. **Documentation of Variations**

- All variations, including any changes to pricing, materials, and schedules, will be documented in writing and attached to the original contract agreement. Both parties will retain copies of the updated agreement.*
- For transparency, Alpha Engineering Services will keep a record of all variations, including dates, reasons, and the impacts on cost and schedule.*

### 5. **Impact on Schedule**

- Variations may affect the project schedule. If a variation causes delays or extends the project timeline, Alpha Engineering Services will communicate the updated completion date to the client promptly.*

- *If the variation requires immediate changes or additional resources, we will do our best to minimize delays and adjust the schedule accordingly.*

**6. Dispute Resolution**

- *In the event of a disagreement regarding the variations or the costs involved, both parties will engage in a discussion to resolve the matter amicably. If necessary, a third-party mediator may be consulted.*

**7. No Work Without Authorization**

- *No work will proceed outside the original scope without prior written agreement between both parties. This includes any variations to materials, services, or the timeline.*

*By entering into an agreement with Alpha Engineering Services, you acknowledge and accept these terms and conditions regarding variations to the works.*

## 8. Discounted Pricing Policy

At **Alpha Engineering Services**, we are committed to providing transparent and clear pricing, including any discounts or special offers available. The following provisions apply to how discounted prices are displayed and communicated to our customers:

### 1. **Clear Display of Discounted Prices**

- All discounted prices will be clearly displayed in any communication with the customer, including quotes, invoices, promotional materials, and on our website.
- The original price and the discounted price will always be shown together to ensure customers understand the savings they are receiving.

### 2. **Discount Terms and Conditions**

- The terms and conditions of any discount, including eligibility requirements, duration, and applicable services, will be clearly outlined before the customer commits to any service.
- Any discounts offered will be valid for a specified period. Expiration dates for discounts will be clearly communicated to customers in writing or through digital channels.

### 3. **Discounted Price Breakdown**

- Discounts will be applied directly to the overall price or service cost, and the final price will reflect the discount. A detailed breakdown of the discounted price will be provided in the invoice or quotation for full transparency.

### 4. **Promotional Discounts**

- Promotional discounts or special offers will be clearly defined and may be subject to specific criteria (e.g., limited-time offers, first-time customer discounts, or seasonal promotions).
- If a promotion is applicable to a specific service or product, the offer will be stated clearly, including any exclusions or limitations.

### 5. **Eligibility for Discounts**

- Any conditions for eligibility for discounts will be explicitly communicated. For example, discounts may apply to bulk orders, long-term contracts, or returning customers, and these conditions will be clearly outlined in the initial agreement.

### 6. **No Hidden Fees**

- *Discounts will be free from hidden fees. If any additional costs apply (such as taxes, delivery charges, or special requirements), they will be clearly stated before the discount is applied, ensuring the customer knows the total cost.*

**7. *Changes to Discounted Prices***

- *If any changes are made to discounted pricing due to market fluctuations, changes in service terms, or other factors, we will notify customers promptly. Discounts are subject to change, but all efforts will be made to honor existing agreements.*

**8. *Communication of Discounts***

- *All discounts and promotions will be communicated through various channels, including email, our website, and printed materials. Customers will be provided with clear instructions on how to claim or redeem any applicable discounts.*

*By offering discounts, Alpha Engineering Services commits to providing full transparency on pricing, ensuring that all customers understand and are aware of the savings they are receiving.*



## 9. Payment Methods and Channels Policy

At **Alpha Engineering Services**, we aim to provide flexible and secure payment options to make transactions as convenient as possible for our customers. The following terms outline the payment methods and currencies accepted by our business:

### 1. **Types of Payment Accepted**

Alpha Engineering Services accepts the following methods of payment in **Singapore dollars**:

- **Cash:** Payments can be made in cash for services rendered or deposits.
- **Cheque:** We accept personal and business cheques. Cheques should be made payable to Alpha Engineering Services.
- **Bank Transfers:** Customers can make payments directly to our business bank account. Bank transfer details will be provided upon request or in the contract agreement.
- **Online Payment:** We accept payments through secure online payment gateways as specified in the payment agreement. (Paynow)

### 2. **Payment Timing**

- **Deposits:** A deposit may be required at the time of booking or prior to the start of services. The deposit amount will be outlined in the contract agreement.
- **Milestone Payment:** A second payment may be collected on the day work begins, or as a partial payment at an agreed project milestone. Details will be stated in the contract or invoice.
- **Final Payment:** Final payments for services rendered must be completed as per the payment terms outlined in the contract agreement or invoice.

### 3. **Payment Confirmation**

- All payments will be acknowledged with a receipt or payment confirmation. For bank transfers and online payments, a receipt or confirmation message will be sent upon payment processing.

### 4. **No Third-Party Payments**

- Payments must be made directly by the client or their authorized representative. We do not accept payments made by third parties unless prior arrangements have been agreed upon in writing.

### 5. **Refunds and Adjustments**

- In the event of a refund, the amount will be returned using the same payment method as the original transaction. Any refund policies related to deposits or services will be outlined in the contract agreement.

By making a payment to Alpha Engineering Services, you agree to the terms of this Payment Methods and Channels Policy.

## 10. Fair Charging and Correct Change Policy

*At Alpha Engineering Services, we are committed to providing transparent, accurate, and fair pricing for all of our services. We strive to avoid overcharging or undercharging our customers and ensure that the correct change is given for all transactions. The following principles outline our approach to fair charging and handling change:*

### 1. **Accurate Pricing**

- We ensure that all services are priced accurately, based on the agreed-upon rates or quotations. The price for services or products will be clearly outlined in advance, either in the contract agreement, invoice, or estimate.*
- Any adjustments to pricing, such as due to additional services or changes in scope, will be communicated and agreed upon before they are applied.*
- Goods and Services Tax (GST): Alpha Engineering Services is not registered for Goods and Services Tax (GST). All prices in quotation and invoice are nett amounts, with no GST added or payable.*

### 2. **No Overcharging**

- Alpha Engineering Services is committed to ensuring that customers are not charged more than the agreed price for the services provided. Any changes in pricing will only occur with prior written consent from the customer and will be based on transparent, justified reasons (e.g., additional services, unforeseen costs).*
- We regularly review our pricing to ensure it remains competitive and fair.*

### 3. **No Undercharging**

- In situations where there is a potential oversight in pricing or service estimation, we will honor the agreed-upon price or quote, ensuring that the customer is not asked to pay more than what was initially agreed upon, even in cases where the final cost was lower than originally quoted.*

### 4. **Correct Change**

- When accepting payments in cash, Alpha Engineering Services ensures that the correct change is given promptly and accurately. We double-check cash transactions to avoid any discrepancies.*
- If a customer provides an amount that exceeds the required payment, we will ensure the correct change is returned.*

### 5. **Transparent Invoices**

- All invoices and receipts issued by Alpha Engineering Services will provide a clear breakdown of the services rendered, the agreed-upon price, any applicable discounts, and the total amount due. This allows the customer to verify the accuracy of the charges.*

**6. Discrepancies and Adjustments**

- *If a customer identifies any discrepancy in the amount charged or the change given, they are encouraged to notify us immediately. Alpha Engineering Services will promptly review the concern and make the necessary corrections or adjustments as required.*
- *In cases of undercharging, we reserve the right to request the outstanding balance from the customer, as long as the customer was informed and agreed to the additional cost.*

**7. Commitment to Fairness**

- *We value the trust our customers place in us and strive to maintain fairness in all financial transactions. Our goal is to create a transparent, equitable experience for each customer, ensuring they receive the correct services at the correct price.*

*By engaging with Alpha Engineering Services, you acknowledge and agree to the terms of this Fair Charging and Correct Change Policy.*

## 11. Additional Charges Policy

*At Alpha Engineering Services, we are committed to providing clear and transparent pricing to our customers. In addition to the contract price for services or products, there may be additional charges for specific requirements or circumstances. The following policy outlines how these additional charges will be communicated to customers:*

### 1. Clear Communication of Additional Charges

- *Any charges beyond the agreed contract price, such as site preparation fees, 3D drawings, transportation charges, or other incidental costs, will be clearly communicated to the customer prior to the commencement of work or service.*
- *These charges will be itemized separately in the quotation, invoice, or contract agreement to ensure that the customer is fully informed about the total cost of the project.*

### 2. Types of Additional Charges

*The following types of additional charges may apply, depending on the nature of the project or service:*

- **Site Preparation Fees:** *Charges related to preparing the site for work, which may include clearing, cleaning, or ensuring the space is ready for the services to be performed.*
- **3D Drawings or Design Fees:** *If 3D drawings, blueprints, or design mockups are required for the project, a separate fee may be charged based on the complexity and time required for design work.*
- **Transportation Charges:** *Fees associated with the transportation of materials, products, or equipment related to the project.*
- **Permitting or Inspection Fees:** *Any costs related to obtaining necessary permits or arranging inspections as required by local authorities.*
- **Expedited Service Fees:** *Additional fees for customers requiring urgent or expedited service, such as faster project turnaround or accelerated delivery times.*
- **Disposal or Waste Removal Fees:** *Charges for the removal of debris, waste, or materials generated during the project that are outside the normal scope of work.*

### 3. Disclosure and Agreement

- *All potential additional charges will be disclosed to the customer in writing before any work or service begins. These charges will be included in the initial quotation or contract agreement, and the customer will be required to review and approve them.*
- *If additional charges arise during the project that were not initially anticipated, we will notify the customer immediately, providing an updated estimate for approval before proceeding with any work that will incur extra costs.*

**4. Approval of Additional Charges**

- *Any charges beyond the contract price will be subject to the customer's approval. Work that incurs additional charges will not begin until the customer has reviewed and agreed to the additional costs in writing.*
- *If additional charges are necessary due to changes in the scope of work or unforeseen circumstances, Alpha Engineering Services will communicate these as soon as possible, providing a revised estimate for approval.*

**5. Payment for Additional Charges**

- *Additional charges will be added to the final invoice, and payment for these charges will be required in accordance with the payment terms outlined in the contract agreement.*
- *If the additional charges are significant, an updated payment schedule may be proposed to accommodate the changes in costs.*

**6. Transparency and No Hidden Fees**

- *Alpha Engineering Services is committed to complete transparency in all pricing and charges. There will be no hidden fees or unexpected costs, and we will work with the customer to ensure they fully understand all aspects of the pricing.*
- *Customers will be notified promptly of any changes or adjustments to the estimated charges, and no work will proceed without customer approval.*

*By engaging with Alpha Engineering Services, you acknowledge and agree to the terms of this Additional Charges Policy, ensuring clarity and fairness in all financial aspects of our services.*

## 12. Payment Schedule Policy

*At Alpha Engineering Services, we are committed to transparency and clarity when it comes to payments. To ensure that our clients are informed about the financial aspects of their projects, we provide a clear payment schedule that outlines the amount to be paid at various stages of the work. The following policy outlines our approach to payment scheduling:*

### 1. Clear Payment Breakdown

- The payment schedule will be clearly outlined in the contract agreement, contract, or quotation provided to the client. This will include the total project cost, along with a detailed breakdown of payments to be made at different stages of the project.*
- The payment schedule will ensure that clients understand when payments are due and how each payment corresponds to specific milestones or deliverables.*

### 2. Typical Payment Stages

*The payment schedule for projects value equal of more than \$5000 will be divided into the following stages:*

*1. **Initial Deposit:** An upfront deposit is required to secure the project and begin work. This deposit is typically a percentage of the total project cost, usually 20%, depending on the scope of the project. The deposit will be outlined in the initial agreement and due before any work begins.*

*2. **Mid-Project Payment:** For longer-term or larger projects, a second payment may be due midway through the project. This payment will be based on a specific milestone or percentage of project completion. The client will be informed of the progress and the amount due at this stage.*

*3. **Final Payment:** The remaining balance is due upon completion of the project, or when all deliverables have been provided. The final payment will cover any outstanding costs and is typically made once the work is completed to the client's satisfaction.*

*4. **For small project:** If the project value is less than \$5000, payment schedule will be in two or three stages (Initial deposit – 20 to 50% payment due on commencement day – 30% and/or final balance payment – 50%)*

**3. Milestone-Based Payments**

- *In some cases, projects may be divided into smaller phases or milestones. For each phase or milestone completed, a payment will be required. Each milestone payment will be clearly specified in the payment schedule and tied to specific deliverables, such as completed designs, materials delivery, or construction progress.*
- *The client will receive written confirmation when a milestone has been completed and when the corresponding payment is due.*

**4. Additional Costs**

- *If there are any additional charges that arise during the project (e.g., variations in scope or unforeseen costs), these will be added to the final payment or a new payment schedule will be agreed upon. These costs will be communicated and approved in writing by the client before being added to the schedule.*

**5. Late Payment Terms**

- *Payments must be made according to the agreed schedule. If a payment is overdue, Alpha Engineering Services reserves the right to suspend or halt work until payment is made.*
- *If a client anticipates difficulty in making a scheduled payment, they must inform Alpha Engineering Services in advance to discuss potential arrangements or adjustments.*

**6. Payment Methods**

- *Payments can be made via the agreed-upon payment methods, such as bank transfer, cash, cheque, or other approved payment channels. The specific methods of payment will be listed in the contract agreement.*

**7. Transparency and Clarity**

- *All payments will be accompanied by an invoice that clearly states the amount due, the payment date, and the purpose of the payment (e.g., deposit, milestone payment, final balance).*
- *Any changes to the payment schedule will be communicated promptly and agreed upon in writing by both parties.*

*By entering into an agreement with Alpha Engineering Services, you agree to the terms outlined in this Payment Schedule Policy. Our goal is to ensure a smooth and transparent payment process throughout the duration of the project.*

### 13. Customer Data Security Policy

*At Alpha Engineering Services, we are committed to protecting the privacy and security of our customers' personal information. We understand that trust is essential in our relationship with our clients, and we take all necessary measures to ensure that their data is handled securely and only used for the intended purposes. The following policy outlines how we manage and protect customer data:*

#### 1. Purpose of Data Collection

- We collect and store customer information solely for the purpose of completing sales transactions and providing the services requested. This may include personal details such as name, address, contact information, and payment information necessary to process orders and fulfill contracts.*
- Customer particulars will only be used for internal purposes related to sales, service delivery, and communication. We do not use customer data for marketing, promotional activities, or any other non-transactional purposes unless explicitly stated and agreed upon by the customer.*

#### 2. Data Security and Protection

- Alpha Engineering Services is committed to ensuring the confidentiality, integrity, and security of all customer data. We implement industry-standard security measures to protect data from unauthorized access, alteration, or disclosure.*
- Our website, payment systems, and databases are protected with encryption technologies, secure firewalls, and other protective measures to safeguard personal data against cyber threats.*

#### 3. Limited Access to Data

- Access to customer data is strictly limited to employees or third parties who require it for the purpose of completing sales transactions, delivering services, or fulfilling contractual obligations. Any access to customer data by authorized personnel will be monitored and regulated according to our internal data access policies.*
- We do not share customer data with any third parties, except where required by law or as necessary to complete the transaction (e.g., payment processing).*

#### 4. Retention of Customer Data

- We retain customer data only for as long as necessary to complete the sales transaction, fulfill the terms of the agreement, or as required by law. Once the transaction has been completed, we will retain only the minimum necessary information for record-keeping or legal compliance purposes.*
- After the retention period has passed, customer data will be securely deleted or anonymized to ensure that it is no longer accessible or identifiable.*



**5. Customer Rights**

- *Customers have the right to access, update, or request the deletion of their personal data at any time. If a customer wishes to review or correct the information we hold about them, they can contact us through the provided channels.*
- *If a customer requests to have their data deleted, we will comply, provided that we do not have any legal or contractual obligation to retain it.*

**6. Third-Party Service Providers**

- *In some cases, we may use third-party service providers (e.g., payment processors) to help complete the sales transaction. These providers are required to adhere to strict data security standards to ensure that customer information is handled securely and in accordance with applicable laws.*
- *We do not permit third parties to use customer data for their own marketing or other purposes without the customer's explicit consent.*

**7. Compliance with Privacy Laws**

- *Alpha Engineering Services adheres to all applicable privacy and data protection laws, including any relevant local, national, and international regulations (e.g., PDPA, GDPR or other privacy laws). We continually review our practices to ensure that we are in compliance with evolving data protection standards.*

**8. Changes to This Policy**

- *We reserve the right to update this Customer Data Security Policy from time to time to reflect changes in our practices, legal obligations, or industry standards. Any changes will be communicated to customers promptly, and the updated policy will be available on our website for review.*

*By engaging with Alpha Engineering Services, customers agree to the terms of this Customer Data Security Policy. We value your trust and are dedicated to protecting your personal information.*