

Terms & Conditions



Effective date

21 May 2026

Next review date

7 May 2027

Version

Version 1 ▾

Welcome to Ascend FM Solutions. By accessing or using this website, you agree to comply with and be bound by the following terms and conditions. These terms govern your use of this website and any information, content, or services provided by Ascend FM Solutions.

1. Website Information

The information provided on this website is intended for general informational purposes only. While Ascend FM Solutions makes every reasonable effort to ensure content is accurate and up to date, we do not warrant or guarantee the completeness, accuracy, reliability, or suitability of any information, service descriptions, or materials contained on this website.

2. Services Provided

Ascend FM Solutions provides professional facility management and support services including, but not limited to:

- Commercial cleaning
- Grounds and landscape management
- Maintenance services
- Aged care cleaning
- Waste management support
- Electrical services
- Site presentation and operational support services

All services are subject to availability, operational requirements, agreed scope of works, and individual service agreements.

Service availability may vary depending on location, scheduling, access conditions, compliance requirements and staffing availability.

3. Quotes, Proposals & Pricing

Any quotation, proposals, estimates or pricing provided by Ascend FM Solutions are based on the information available at the time of assessment.

Pricing may be subject to change where:

- Site conditions differ from those initially presented
- Additional works are requested
- Access limitations are identified
- Material or supplier cost increase
- Service frequency or scope changes
- Compliance or safety requirements change

Unless otherwise stated in writing, quotations remain valid for the period specified within the quotation document.

Acceptance of a quotation may be subject to additional contractual terms or service agreements.

4. Service Delivery

Ascend Fm Solutions aims to deliver all services professionally, safely, and in accordance with agreed operational standards.

However, service schedules, response times, and delivery may occasionally be impacted by factors outside of our control including:

- Weather conditions
- Site access restrictions
- Emergency works
- Supplier delays
- Equipment failures
- Workplace health and safety requirements
- Public holidays or staffing availability

5. User Responsibilities

Users of this website agree not to:

- Use the website for unlawful purposes
- Attempt to interfere with website functionality or security
- Reproduce or distribute website content without permission
- Submit false, misleading, or inappropriate information through contact forms.

Users are responsible for ensuring any information submitted through the website is accurate and current.

6. Intellectual Property

All website content including:

- Logos
- Branding
- Text
- Graphics
- Service Descriptions
- Images
- Layouts
- Marketing material

remain the property of Ascend FM Solutions unless otherwise stated.

Content may not be copied, reproduced, modified, distributed, or used for commercial purposes without prior written consent.

7. Limitation of Liability

To the maximum extent permitted by law, Ascend FM Solutions excludes liability for any direct, indirect, incidental, or consequential loss or damage arising from:

- Use of this website
- Reliance on website information
- Website interruptions or errors
- Delays in service communication
- Third party links or external websites

Nothing within these terms and conditions excludes rights or protections available under applicable Australian Law.

8. Third Party Links

This website may contain links to external websites operated by third parties. These links are provided for convenience only.

Ascend FM Solutions does not control, endorse, or accept responsibility for the content, accuracy, or privacy practices of third-party websites.

Users access external websites at their own discretion and risk.

9. Privacy & Website Enquiries

Information submitted through this website, including content forms and inquiry submissions, may be collected for the purpose of responding to enquiries, providing quotations or delivering services.

Ascend FM Solutions takes reasonable steps to protect submitted information; however, no internet transmission can be guaranteed as fully secure.

Please refer to our Website Privacy Policy for further information regarding data collection and handling practices.

10. Changes to Terms

Ascend FM Solutions reserves the right to update or modify these Terms & Conditions at any time without prior notice.

Continued use of the website following changes constitutes acceptance of the updated Terms & Conditions.

11. Governing Law

These Terms & Conditions are governed by the laws of Victoria, Australia. Any disputes arising in connection with this website or services provided by Ascend FM Solutions will be subject to the jurisdiction of the courts of Victoria.

12. Contact Information

For any enquiries regarding these Terms & Conditions or services provided by Ascend FM Solutions, please contact: info@ascendfmsolutions.com.au or accounts@ascendfmsolutions.com.au

Endorsement:

Approved By: Board of Directors – Ascend FM Solutions

Date: 21/05/2026