

Mandex client engagement terms

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These terms explain how we scope, charge for and deliver tender writing and business document services. They apply with the written estimate you accept for your project. A website enquiry or appointment request does not commit you to paid work.

1 Service provider and agreement

Your service provider is Brandon Nicholas Botes, sole trader, ABN 80 470 393 239. Contact: support@mandex.com.au. In these terms, “we” means the service provider and “you” means the client named in the estimate.

Before paid work starts, we provide a written estimate identifying the client, scope, deliverables, estimated hours by activity and role, rates, maximum fee, milestones, required client inputs and included revisions. An authorised client representative must accept the estimate and these terms in writing. We then confirm the booking and start date. Any expressly agreed project-specific changes take precedence over these general terms.

2 Services and professional review

Our services include tender assessment, writing and review; policy drafting; standard operating procedures and business procedures; business plans; capability statements; and reports. Brandon handles substantive client discussions, drafting and professional review. AI-assisted administration supports coordination, routine correspondence and document handling.

Each project is scoped separately. Drafting does not constitute legal advice, compliance certification or specialist safety, engineering, financial or other regulated advice. Where a document concerns legal obligations or specialist risks, arrange review by an appropriately qualified adviser before adopting or relying on it. We identify known review needs during scoping.

3 Rates and estimates

Brandon’s tender and business document work, substantive review and client working discussions: A\$135 per hour. AI-assisted administration and routine communications: A\$65 per hour. All amounts are Australian dollars. GST is not charged because the service provider is not registered for GST.

We estimate realistically and conservatively, allowing for expected coordination, complexity, review and revisions within the relevant activities. A small tender may be around A\$2,500 and a large tender around A\$5,000, but these are indicative benchmarks, not fixed packages or minimum charges. Your written estimate controls.

We bill actual recorded work at the agreed rates, up to the approved maximum fee. Unused estimated hours are not charged. Rates for an accepted project do not change without your written agreement.

4 Time records and variations

Records identify the date, activity, role and actual time. Time is calculated to the minute without rounding each short task up. Administration is charged only for reliably measured active work on your project. We do not charge fictional human-equivalent hours, duplicate simultaneous time, unattended tool runs, background computation, waiting, general overhead or correction of our own errors. Unverifiable AI-admin time is not charged.

We notify you promptly if requirements change or the approved maximum may be insufficient. Additional scope, hours above the cap, or changes to price or delivery commitments require a written variation accepted by you before that work proceeds. Without agreement, we do not exceed the cap and discuss the available options with you.

5 Payment

The advance payment is 50% of the approved estimate and is credited against actual charges. Work starts after written acceptance, our booking confirmation, receipt of the advance and the required source material.

On completion, we provide an itemised invoice reconciling actual charges against the advance. Any remaining balance is due within seven calendar days. If the advance exceeds the amount properly payable, we refund the difference within seven calendar days of reconciliation. No automatic late fees apply. Please contact us promptly about a disputed item; we work with you to resolve it.

6 Scheduling and appointments

Discovery appointments are 30 minutes, by arrangement on Tuesdays and Thursdays between 3 pm and 6 pm AWST. Allow at least one business day's notice. A request is confirmed only when we accept the appointment. Initial discovery is free; any paid assessment or working meeting is identified in the accepted estimate.

Delivery dates are agreed for each project after reviewing scope and capacity. You must supply the agreed inputs and consolidated feedback by the stated dates. If inputs, tender requirements or circumstances change, we explain the effect promptly and agree any revised schedule. We do not promise a turnaround before confirming the project.

For tender work, we plan final handover at least two business days before closing where the agreed timetable permits. A business day means Monday to Friday, excluding Western Australian public holidays. Please tell us promptly if you need to cancel or move an appointment; no discovery cancellation fee applies.

7 Client information and final approval

You provide accurate, complete and appropriately authorised source material, including relevant tender documents and addenda. You verify all business claims, pricing, qualifications, licences, insurance, staffing, references and supporting evidence. Tell us promptly about changes or errors. We will raise material gaps or inconsistencies we identify.

You nominate an authorised person to consolidate feedback and approve the final content. The client's authorised owner or representative makes the bid decision, approves all declarations and commitments, and submits the tender. Our scope does not include submission, signing declarations or committing your business to a contract.

8 Outcomes and quality

We perform the agreed services with due care and skill. Tender outcomes depend on the buyer's requirements, competition and assessment; we do not guarantee a win, shortlist, score, funding or commercial result. This does not reduce our responsibility for the quality of the services we provide.

Please tell us about concerns promptly so we can investigate and arrange an appropriate remedy. Work needed to correct our own errors is not charged as an additional revision.

9 Confidentiality and documents

We treat non-public client material as confidential and use it only to deliver and administer the agreed services, or where disclosure is required by law. We take reasonable steps to protect it. Before using a new third-party service for confidential client content, we identify the proposed service and purpose and obtain any required permission. Please do not send passwords, payment-card details or unnecessary sensitive personal information.

You retain ownership of material you supply. You may use and adapt the final deliverables for the business purposes set out in your estimate. Any pre-existing templates, third-party material or specific use restrictions are identified in the estimate before acceptance. We do not publish your documents, name or project as a case study without permission.

10 Cancellation and handover

You may cancel the remaining work by email at any time. We stop work promptly and reconcile only properly completed, recorded work within the approved scope and cap. We do not charge for unused hours or impose a cancellation penalty. Your rights to remedies or refunds for a service failure remain unaffected.

We provide an itemised reconciliation and hand over completed work and clearly labelled work in progress. Any unused advance is refunded within seven calendar days of reconciliation. If we cannot continue an engagement, we notify you promptly, explain why and arrange a fair handover and reconciliation, subject to your statutory rights.

11 Conflicts and client concerns

We screen for conflicts before accepting an engagement and raise any material conflict that emerges. We do not use confidential information belonging to an employer or another client, or imply their endorsement. We will not assist competing bidders on the same tender.

For a concern about scope, timing, an invoice or a deliverable, email support@mandex.com.au with the project reference and the issue. Brandon reviews substantive complaints and we seek a practical resolution. This process does not prevent either party from seeking independent advice or exercising legal rights.

12 Statutory rights and changes

Nothing in these terms excludes, restricts or modifies any consumer guarantee, remedy or other right that cannot lawfully be excluded under the Australian Consumer Law or other applicable law. These terms do not impose a blanket liability exclusion or require you to indemnify us for our own acts or omissions.

The version supplied with your accepted estimate applies to that engagement. Later website updates do not change an existing engagement unless both parties agree in writing.