

8C Relocation

Terms and Conditions

Last updated: 4 August 2026

These Terms and Conditions ("Terms") govern the provision of relocation and resettlement services by 8C Relocation ("8C", "we", "us") to any individual, family or organisation engaging our services ("Client", "you"). By engaging 8C, you agree to be bound by these Terms.



1. Scope of Services

8C provides relocation and resettlement support services across areas including, but not limited to, arrival logistics, school and student integration, cultural integration, employment readiness, accommodation and ongoing support, as set out in the specific service package selected by the Client.

Services are provided in accordance with the package or scope agreed in writing (via quote, proposal or service agreement) prior to commencement. Any additional services requested outside this scope will be quoted and agreed separately.

2. Client Obligations

The Client agrees to:

- Provide accurate, complete and timely information required for 8C to deliver its services;
- Promptly notify 8C of any changes to circumstances that may affect the services (e.g. change of arrival date, family composition, address);
- Be responsible for their own compliance with visa, migration and legal requirements. 8C is not a registered migration agent or legal service, and therefore does not provide migration or legal advice; and
- Engage respectfully with 8C staff and any third parties introduced through 8C's referral network.

3. Fees and Payment

Fees for services are set out in the quote or service agreement provided to the Client prior to commencement. Unless otherwise agreed in writing:

- A non-refundable deposit of 50% of the total package fee is required to confirm booking and commence services.
- The remaining balance is due within 7 days of final invoice issue (once the service has been delivered), unless alternative payment terms have been agreed in writing.
- Invoices unpaid after the 7-day term may incur a late payment fee of \$10 per week until paid and/or suspension of services until payment is received.
- All fees are quoted in Australian Dollars (AUD) as indicated on the applicable invoice.

Full details of our deposit, payment and cancellation terms are set out in our Payment, Deposit & Cancellation Policy, which forms part of these Terms.

4. Cancellations and Refunds

Cancellation terms are set out in 8C's Payment, Deposit & Cancellation Policy. In summary, deposits are non-refundable, and cancellations made after a service has commenced may incur additional charges reflecting work already undertaken and third-party costs committed on the Client's behalf.

5. Third Parties and Referrals

8C may refer or connect Clients with third-party providers, including but not limited to migration agents, real estate agents, schools, financial institutions and community organisations. 8C does not guarantee the services, conduct

or outcomes of any third party and accepts no liability for the actions, omissions, fees or advice provided by third parties.

6. Limitation of Liability

To the maximum extent permitted by law, 8C's liability for any loss or damage arising from or in connection with its services is limited to the amount of fees paid by the Client for the specific service giving rise to the claim.

8C does not guarantee any particular outcome, including but not limited to visa approval, employment outcomes, school placement outcomes, or housing approval, as these are determined by third parties and government bodies outside 8C's control.

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right or remedy under the Australian Consumer Law or other applicable law that cannot lawfully be excluded.

7. Confidentiality and Privacy

8C respects the privacy of all Client information and will handle personal information in accordance with our Privacy Policy and applicable privacy laws, including the Australian Privacy Principles. Information will only be shared with third parties where necessary to deliver services, with Client consent, or as required by law.

Full details of how we collect, store and protect personal information, including information collected through our website, which is hosted via a third-party platform, are set out in our Privacy Policy, available on our website or on request.

8. Intellectual Property

All guides, checklists, templates and materials provided by 8C remain the intellectual property of 8C and are provided for the Client's personal use only. They may not be reproduced, resold or distributed without 8C's written consent.

9. Complaints

If a Client is dissatisfied with any aspect of our services, they are encouraged to raise this directly with 8C in the first instance via 8c.relocation@gmail.com. 8C will endeavour to acknowledge and address complaints within 10 business days.

10. Governing Law

These Terms are governed by the laws of Queensland, Australia. Any disputes arising from these Terms or the services provided will be subject to the exclusive jurisdiction of the courts of Queensland.

11. Changes to These Terms

8C may update these Terms from time to time. The most current version will always be available on our website and/or provided upon request. Continued engagement of services after an update constitutes acceptance of the revised Terms.

Acceptance

By paying a deposit, signing a service agreement, or otherwise engaging 8C's services, the Client confirms they have read, understood and agree to be bound by these Terms and Conditions.