

Yes - we can arrange your kit to be fully installed by a Certified Professional Pond Installer!

To book an installation date, add the Kit "With Installation" product to your cart, then proceed to the checkout. In the checkout, fill out your details and specify your ideal installation date in the Additional Instructions.

The Certified Pond and Kit Installer will contact you within 1 day to finalise the details of the installation. In most cases, there is nothing more to be paid, however, if you fall outside the regular installation zone (50km) or have difficult installation conditions, please read on to learn about the finer details.



Who is the installer?

As part of our commitment to customers for high-quality products and services, we carefully handpick installers who already have a proven track record of installations with our customers. Aqua Gardening will be available to discuss any concerns you have during the scoping and build of the project, and also assess each project after completion to ensure it is delivered to the highest standard.

Travel Time

Travel time is included within 50km of Brisbane CBD. Outside this area, the furthest boundaries for installation are from the Gold Coast to Northern Sunshine Coast. However, for these areas, there will be an additional charge of \$50 plus \$2.50 per km (after the first 50km) to cover fuel and time costs to get to the site. This is to be discussed and paid to the contractor directly.

Any other Questions?

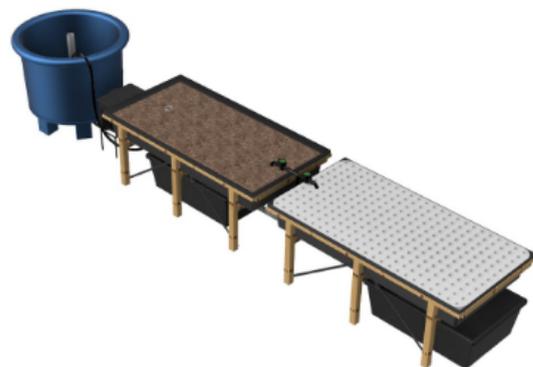
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Complex Installation Conditions

The installer will arrange for all other products for your installation. For a pond, this includes all-natural rock and other building products. They will deliver and install them on site as per your "shipping" address. In the following cases, the installation falls outside of regular conditions and takes additional time and labour, so there will be additional funds to be paid to the Installer. The Installer will scope these potential costs with you upfront before installation is started, and you have the opportunity to cancel the purchase for a full refund before the installation is started.

These are site dependant conditions that may require additional payment:

- **Difficult access** - a digger is often required to dig the hole for the pond. If it can't get in and hand machinery is required for digging, there is extra cost involved
- **Flattening the ground** - Aquaponics kits require flat ground to operate.
- **Rocky ground** - if the ground is very hard and rocky, and a digger has trouble or cannot be used.
- **Access fee** - lifting rocks individually and manually into the site because there is no bobcat access; and if it takes longer than 1 minute to walk from the vehicle access point to the site.
- **Electrician** - if a power outlet is required close to the installation point for the water pump



Any other Questions?

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