



Service Policy

1. Purpose

This policy outlines how My Liberty Agency delivers its rental assistance services and defines the roles and responsibilities of both the Client and the Service Provider.

2. Services Included by Package

- **Essential Assistance:** Property search, shortlisting, video inspections, rental application support.
- **Premium Assistance:** All Essential services + bond guidance, lease compliance support, entry condition documentation.
- **VIP Assistance:** All Premium services + coordination of white goods deliveries and airport pickup (if requested).

3. My Liberty Agency Responsibilities

- Provide property searches and video inspections according to the selected package.
- Advise on preparing rental applications and bond payment processes.
- With the Client's agreement, coordinate entry condition reports, deliveries, and airport transfers (VIP).
- Issue invoices and receipts for all payments.

4. Client Responsibilities

- Provide all necessary information and documents to complete the rental application.
- Pay the agreed amount before services begin.
- Sign and submit all official documents (lease, bond, utility accounts).
- Pay directly for any third-party services (cleaning, delivery, installation) and verify deliveries.

5. Limitations and Disclaimers

- My Liberty Agency does **not guarantee rental application approval**.
- We do **not handle the Client's funds** (bond, rent, utilities).
- My Liberty Agency is **not responsible for damages, delays, or defects** related to third-party services, even if the Client chooses the VIP package.
- Advice provided is **not legal or financial advice**.

6. Payment Policy

- Full payment is required before services commence.
- Payment methods: card via Stripe for both international and Australian clients, bank transfer or PayID for Australian clients only.
- Stripe fees are covered by My Liberty Agency and included in the listed price.

7. Cancellation and Refund Policy

- Clients may cancel services at any time, but **no refund** will be issued once services have started.
- If My Liberty Agency is unable to provide services due to exceptional circumstances, **partial refunds** may be considered on a case-by-case basis.

8. Privacy and Data Protection

- All Client personal information is handled according to the **Australian Privacy Principles**.

- Data is only shared with third parties with Client consent or as required by law.

9. Communication and Support

- Clients can contact My Liberty Agency by email or phone with any questions regarding their applications or services.
- Requests will be addressed as promptly as possible.