



HAWKEYE INTEGRATED SERVICES

Drone & Machinery Solutions

Terms of Service

Hawkeye Integrated Services Pty Ltd

Effective Date: 29 April 2026

These Terms of Service ("Terms") govern your engagement with Hawkeye Integrated Services Pty Ltd ("Hawkeye", "we", "us") for the provision of drone services, aerial inspections, machinery advisory, and related services. By engaging our services or accepting a proposal or quote, you agree to be bound by these Terms.

1. Services

Hawkeye provides services including aerial photography and videography, photogrammetry and surveying, thermal and risk inspections, industrial and infrastructure asset inspections, agriculture and environmental analysis, fleet intelligence, and machinery appraisals and procurement advisory. Specific scope, deliverables, and pricing for each engagement will be set out in a written quote or proposal accepted by the client.

2. Quotes & Acceptance

All quotes are valid for 30 days from the date of issue unless otherwise stated. A booking is confirmed upon written acceptance of the quote and payment of any required deposit. Hawkeye reserves the right to withdraw or amend a quote prior to formal acceptance.

3. Payment Terms

- Invoices are issued upon completion of services unless otherwise agreed in writing.
- Payment is due within 14 days of invoice date unless a different term is specified.
- For engagements exceeding \$2,000, a deposit of up to 50% may be required prior to commencement.
- Overdue amounts accrue interest at 2% per month from the due date.



- Hawkeye reserves the right to withhold deliverables pending payment of outstanding invoices.
- All prices are in Australian Dollars (AUD) and exclusive of GST unless stated otherwise.

4. Client Obligations

The client agrees to provide accurate project information and site access; ensure the site is safe and accessible; obtain any required third-party approvals; notify Hawkeye of known hazards or restrictions; and review and approve deliverables within 14 days of receipt (failure to respond constitutes acceptance).

5. Weather & Operational Conditions

Drone services are subject to suitable weather and regulatory conditions. Hawkeye will not operate in conditions that compromise safety, data quality, or regulatory compliance. If a scheduled service cannot proceed due to weather or CASA restrictions, Hawkeye will reschedule at no additional charge. Hawkeye is not liable for costs or delays arising from weather-related cancellations.

6. Regulatory Compliance

All drone operations are conducted in accordance with CASA regulations, including CASR Part 101. Hawkeye holds the necessary Remote Pilot Licence (RePL) and, where applicable, a Remote Operator Certificate (ReOC). The client must not request Hawkeye to conduct operations that would breach applicable aviation or privacy laws.

7. Intellectual Property

- Upon full payment, the client receives a non-exclusive licence to use deliverables for their own internal business purposes.
- Hawkeye retains all intellectual property rights in its methodologies, processes, tools, and background IP.
- Hawkeye may use anonymised project imagery for portfolio and marketing purposes, unless the client provides written objection prior to project commencement.

8. Confidentiality

Both parties agree to keep confidential all non-public information received in connection with the services. This obligation does not apply to information that is publicly available, independently developed, or required to be disclosed by law. Confidentiality obligations survive termination of the engagement.

9. Limitation of Liability

- Hawkeye's total liability for any claim is limited to the fees paid for the specific engagement giving rise to the claim.
- Hawkeye is not liable for any indirect, consequential, incidental, or special damages, including loss of profit, revenue, or data.



- Hawkeye does not warrant that services will be uninterrupted or error-free beyond what is expressly agreed in writing.

10. Cancellation & Rescheduling

- More than 5 business days prior: No charge.
- 2–5 business days prior: 25% of the quoted service fee is payable.
- Less than 2 business days prior: 50% of the quoted service fee is payable.
- Same-day cancellation or no-show: 100% of the quoted service fee is payable.

Rescheduling with more than 48 hours notice is available at no charge, subject to availability.

11. Termination

Either party may terminate a service engagement by providing written notice if the other party materially breaches these Terms and fails to remedy the breach within 10 business days. Upon termination, the client must pay for all services rendered to date, and Hawkeye will deliver all completed work and data held at the time of termination.

12. Dispute Resolution

In the event of a dispute, the parties agree to first attempt resolution through good-faith negotiation. If unresolved within 30 days, the parties agree to submit to mediation before commencing legal proceedings. These Terms are governed by the laws of Victoria, Australia.

13. Privacy

Hawkeye handles all personal information in accordance with our Privacy Policy available at www.hawkeyeintegratedservices.com.au. The Privacy Policy forms part of these Terms.

14. Amendments

Hawkeye may update these Terms from time to time. Updated Terms will be published on our website. Continued engagement after publication constitutes acceptance of the revised Terms.

15. Contact

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