

Terms and Conditions



Appointment booking: Car seats are fitted by Sit Tight Child Restraints by appointment only. Appointments are either at the residential address in Robertson Street, Kurrajong, or we provide a mobile service within the Hawkesbury Council area of New South Wales. Appointments must be made at least 4 hours in advance and cannot be scheduled beyond 60 days. A credit card is held for the booking and no payment will be taken unless a cancellation fee is required to be charged.

Our principles of child restraint installation: Sit Tight Child Restraints believes that young children should be in rearward facing car seats for as long as possible. We will not fit a forward facing car seat for a child until they are at least 12 months of age and have reached the first forward-facing height marker of the child restraint. Proper installation of car seats is only one part in ensuring your car seat is correctly fitted for your child. The manufacturers instructions should be followed, and regular checks carried out to ensure that the restraint is correctly installed and fitted for the child. Sit Tight Child Restraints will not fit a car seat that displays a manufactured date older than 10 years, OR a used by date that has passed; although this is not legislated, Sit Tight Child Restraints strongly believe this is the safe and recommended age for expiry of child restraints. Sit Tight Child Restraints will refuse to fit a car seat if it does not display the Australian/New Zealand Standard 1754, shows signs of degradation or possible collision damage.

Please arrive early: To ensure we can provide all customer with great customer service we request you arrive 5 minutes prior to your appointment. Appointments are spaced to minimize customer contact in accordance with our Covid19 Safety Plan. If you arrive earlier than this, we ask that you remain in your vehicle until the previous customer has left in their vehicle. If you are delayed by more than 10 minutes, our car seat installer may not be able to carry out your installation. Please contact us and while we will try and accommodate you, due to demand, the next available installation appointment may not be on the same day.

Cancellation: If you need to cancel an appointment, please do so at least 2 days before your scheduled appointment time or you may be charged a cancellation fee. If you have not arrived for your appointment within 10 minutes after the start of your scheduled appointment time, you may be charged a cancellation fee of \$4.00 for appointments in Kurrajong. For mobile service appointments that are not kept, a cancellation fee of \$40.00 may be charged.

Extreme weather: Car seat installations at Kurrajong occur in a residential driveway. For the safety of customers, their children and our staff, Sit Tight Child Restraints, in the event of extreme heat or cold, storms or other inclement weather which may make installing a car seat unsafe, your appointment may be postponed by Sit Tight Child Restraints to a later time. As far as practicable, Sit Tight Child Restraints will attempt to contact you in advance of your scheduled appointment. If your appointment needs to be rescheduled, Sit Tight Child Restraints will try and reschedule it to the next available appointment time.

Payment options: Sit Tight Child Restraints use Square, a point of sale device that promotes contactless payment.

Road safety laws: You acknowledge that the information that you have provided about the age of the child who will use the car seat to be installed is correct. Among other things, the Australian road safety rules specify age limits that regulate the use of car seats by children. Use of the incorrect car seat by children, can result in the driver of the vehicle receiving penalties under relevant state road safety legislation. Sit Tight Child Restraints and its employees, accept no liability for any claim, loss, damage, cost or expense that you may incur as a result of children using a car seat that cannot lawfully be used by that child under Australian road safety laws.

Privacy Policy: We collect personal information that is reasonably necessary for our functions and activities. No information is stored or disclosed to third parties unless necessary for the purpose of conducting our functions and activities.