

Job completion and sign-off form

Signed before you leave. It closes the job, triggers the invoice and records the certificates the law expects you to hand over.

Customer name	_____	Date completed	_____
Site address	_____	Completed by	_____
Work order / quote number	_____	Invoice number	_____

1. Work completed

AGREED WORK (FROM THE QUOTE OR WORK ORDER)	DONE	NOT DONE, AND WHY

2. Extra work agreed on site

DESCRIPTION	AGREED WITH	PRICE (EXCL GST)

3. Testing and compliance

- ☐ Work tested and operating as intended; customer shown how to use it
- ☐ Electrical: Certificate of Compliance and Electrical Safety Certificate issued for prescribed electrical work (Electricity (Safety) Regulations 2010); copies to the customer
- ☐ Gas: gasfitting certification issued where required
- ☐ Restricted building work: Record of Work (Form 6A) given to the owner and the council on completion (Building Act 2004, s 88)
- ☐ Plumbing or drainage: council inspection booked or passed where the work needed consent
- ☐ Manufacturer warranties and manuals handed over
- ☐ Not applicable to this job (state why):

4. Site

- ☐ Work area cleaned, rubbish and offcuts removed

- ☐ Power, water or gas restored and checked
- ☐ Pre-existing damage noted at the start is recorded below; no new damage
- ☐ Keys, codes and alarm returned or reset as found

NOTES (PRE-EXISTING DAMAGE, ITEMS LEFT FOR THE CUSTOMER, ACCESS)

5. Customer sign-off

I confirm the work listed in sections 1 and 2 has been completed and explained to me. Any defect in the work can be reported to the business within ____ months and will be put right at no charge, in addition to my rights under the Consumer Guarantees Act 1993.

Customer signature	_____	For the business	_____
Name	_____	Name	_____
Date	_____	Date	_____

Where the customer is not present, send this form with the before-and-after photos the same day and ask them to reply confirming. A reply by email or text is a sign-off.

6. Follow-up

- ☐ Invoice sent today
- ☐ Follow-up call or message booked for 1 to 2 weeks after completion
- ☐ Review request to be sent after the follow-up, not before (see the feedback and review pack in this library)

Legal references checked on legislation.govt.nz and worksafe.govt.nz on 9 October 2026. This is a template, not legal advice; your trade's certification rules take precedence.

Practical completion and defects form

For jobs with stages: the work is usable, the small things left are listed, dated and owned.

Job	_____	Date of practical completion	_____
Site address	_____	Final payment due (per quote)	_____
Contract or quote reference	_____	Retention held, if any	_____

Practical completion

The parties agree the work is complete except for the minor defects and omissions listed below, which do not prevent the customer using the work for its intended purpose.

Defects and omissions list

#	ITEM	LOCATION	AGREED FIX	TO BE DONE BY (DATE)	DONE
1					
2					
3					
4					
5					
6					

Documents handed over

- ☐ Compliance certificates (electrical, gas, record of work, council sign-off as applicable)
- ☐ Warranties and product information
- ☐ Maintenance instructions
- ☐ Final invoice matching the quote plus signed variations

Customer signature	_____	For the business	_____
Date	_____	Date	_____

Across 20,286 publicly posted NZ trade reviews, tidiness is praised in about 15% of positive reviews and a follow-up after the job in only 2 to 3%. A signed completion form is the cheapest way to be in both groups.