



**INTEGRATED TRANSFER SOLUTIONS PTY LTD (ACN 110 503 663)**  
**TRADING TERMS AND CONDITIONS FOR THE SUPPLY OF GOODS**

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**1. DEFINITIONS**

- 1.1. **The Supplier** is Integrated Transfer Solutions Pty Ltd (ACN 110 503 663) of Unit 32, 111 Lewis Road, Wantirna South 3152 in the State of Victoria.
- 1.2. **The Customer** includes any person engaging the Supplier on behalf of and with the authority of the person or entity that the Order is provided for.
- 1.3. **The Order** is defined as any request for the supply of Goods by the Customer to the Supplier which has been accepted by the Supplier.
- 1.4. **The Goods** are the fluid handling products and associated accessories, as well as the parts, components and materials provided by the Supplier and used by the Supplier in performing the Services.
- 1.5. **The Services** are the supply and delivery of the Goods to the Customer including any loading, packing, unloading or unpacking, and the servicing, repair and maintenance of the Goods supplied by the Supplier, including any advice or recommendations given.
- 1.6. Any Reference to “**loss and damage**” includes indirect, reliance, special or consequential loss and/or damage including i) any loss of income profit or business; ii) any loss of good will or reputation; iii) any loss of value of intellectual property.
- 1.7. **Major failure** is as defined under the *Competition and Consumer Act 2010 (Cth)*.
- 1.8. A reference to “**GST**” refers to goods and services tax under the *A New Tax System (Goods and Services Tax) Act 1999 (Cth)*.

**2. GENERAL**

- 2.1. These terms and conditions together with the Supplier's quotation, credit application form and the Customer's written order or purchase order document (if any) constitutes the agreement between the Supplier and the Customer (“**the agreement**”).
- 2.2. Any Order is deemed to incorporate these terms and conditions; which may not be varied unless expressly agreed to by the parties in writing. In the event that an inconsistency exists and/or arises between these terms and the Order it is acknowledged between the parties that these terms and conditions will prevail.
- 2.3. The terms and conditions are binding on the Customer, and the Customer's heirs, assignees, executors, trustees and where applicable, any liquidator, receiver or administrator.
- 2.4. In these terms and conditions, the singular shall include the plural, the neuter gender shall include the masculine and feminine and words importing persons shall apply to corporations and vice versa.
- 2.5. Where more than one Customer completes this agreement each shall be liable jointly and severally.
- 2.6. If any provision of these terms and conditions shall be invalid, void, illegal or unenforceable the validity, existence, legality and enforceability of the remaining provisions shall not be affected, prejudiced or impaired and the offending provision shall be deemed as severed from these terms and conditions.

- 2.7. The Supplier may license or sub-contract all or any part of its rights and obligations without the Customer's consent but the Supplier acknowledges that it remains at all times liable to the Customer in accordance with the terms herein.
- 2.8. The failure by a party to enforce any provision of these terms and conditions shall not be treated as a waiver of that provision, nor shall it affect that party's right to subsequently enforce that provision.
- 2.9. The Customer acknowledges that the Supplier may detail these terms and conditions on its website. In this event, the terms and conditions on the Supplier's website shall apply to any future dealings as between the parties and the Customer is deemed to have notice of any such terms and conditions and/or amendments.

### **3. QUOTATIONS AND PLACEMENT OF ORDERS**

- 3.1. Any quotation for the supply of Goods and/or the provision of Services will expire after thirty (30) days unless otherwise stated.
- 3.2. The Supplier does not represent that it will provide any Goods and/or Services unless such Goods and Services are included in the quotation or the Order.
- 3.3. A request for Goods and/or Services may be placed by the Customer with the Supplier either verbally or in writing however the Supplier may require the Customer to provide a written order or purchase order document prior to any Goods being released or dispatched by the Supplier or any Services being performed by the Supplier.
- 3.4. As a condition of acceptance the Supplier may require the payment of a deposit in respect of the Price of the Goods and/or Services and in this event the Supplier may not be deemed to have accepted the Customer's request for the Goods and/or Services unless or until such deposit has been paid.
- 3.5. All prices quoted or advertised by the Supplier are based on taxes and statutory charges current at that time. Should these vary during the date of the Order to the date of the invoice, the difference will become the responsibility of the Customer and the Customer will be invoiced for the extra charge by the Supplier.

### **4. PRICE**

- 4.1. GST will be charged on the Goods and/or Services provided by the Supplier that attract GST at the applicable rate.
- 4.2. At the Supplier's sole discretion the Price shall be either:
  - 4.2.1. The Supplier's quoted or advertised Price for the Order; or
  - 4.2.2. As detailed on invoices provided by the Supplier to the Customer in respect of Goods supplied and/or Services rendered.

### **5. PROVISION OF THE GOODS AND SERVICES**

- 5.1. The Supplier reserves its right to:
  - 5.1.1. Decline requests for the supply of any Goods and/or Services requested by the Customer;
  - 5.1.2. Cancel or postpone the delivery of the Goods at its discretion.
- 5.2. Delivery of the Goods shall be deemed to be complete when the Goods are collected by the Customer or are delivered to the Customer, the Customer's agent or to the carrier as nominated by the Supplier and/or Customer.
- 5.3. If the Customer fails to make all arrangements necessary to take delivery of the Goods the Customer shall, at the discretion of the Supplier, be liable for a \$33.00 non-delivery fee and the

Supplier shall be entitled, also at its discretion, to charge a reasonable fee for redelivery and storage of the Goods.

- 5.4. Unless specified to the contrary in the quotation or the Order, the Supplier does not warrant that it will be capable of delivering the Goods or providing the Services on a specific day or at a specific time requested by the Customer.
- 5.5. Subject to otherwise complying with its obligations the Supplier shall exercise its independent discretion as to its most appropriate and effective manner of delivering the Goods and/or providing the Services to the Customer.

## 6. PAYMENT AND CREDIT POLICY

- 6.1. **Non-Account Customers** must make full payment to the Supplier upon ordering the Goods and/or on completion of the Services, unless otherwise specified or agreed between the parties in writing.

### **Credit**

- 6.2. Credit will only be granted at the sole discretion of the Supplier and upon submission of a completed credit application form.
- 6.3. On the acceptance by the Supplier of a completed credit application form, **Account Customers** must make full payment to the Supplier within thirty (30) days from the end of the month of issue of the Supplier's invoice for the Goods and/or Services, unless otherwise specified in the credit application form or agreed between the parties in writing.
- 6.4. Any credit, or credit limit granted by the Supplier may be revised by the Supplier at any time and at its discretion.
- 6.5. The Supplier reserves the right to withdraw any credit facility upon any breach by the Customer of these terms and conditions or upon the Customer ceasing to trade and/or being subject to any legal proceedings and/or the Customer committing an act of insolvency.
- 6.6. The Customer agrees that upon such withdrawal, any and all monies owing on the account shall become immediately due and payable.

### **Account Customer's Privacy**

- 6.7. The Customer agrees:
  - 6.7.1. For the Supplier to obtain from a credit reporting agency a credit report containing personal credit information about the Customer in relation to credit provided by the Supplier.
  - 6.7.2. That the Supplier may exchange information about the Customer with those credit providers either named as trade referees by the Customer or named in a consumer credit report issued by a credit reporting agency.
  - 6.7.3. The Customer consents to the Supplier being given a consumer credit report to collect overdue payment on commercial credit (pursuant to the *Privacy Act 1988*).

## 7. DEFAULT

- 7.1. In this clause the "**default date**" is:
  - 7.1.1. The day after the date of placing the Order for the Goods and/or the day after the date of the provision of the Services to the Non-Account Customer; or
  - 7.1.2. The day after the date by which payment of the Supplier's invoice(s) was due to be made by the Account Customer to the Supplier.
- 7.2. In this clause the "**outstanding balance**" is:
  - 7.2.1. The Price of the Order, less any payments made by the Non-Account Customer prior to the default date; or

- 7.2.2. The sum of the Supplier's invoices to the Account Customer less any payments made by the Account Customer prior to the default date.
- 7.3. The Customer will be liable for a dishonoured cheque fee of \$40.00 for each cheque issued by the Customer and rejected by the Supplier's bank.
- 7.4. If the Supplier does not receive the outstanding balance by the default date the Customer will be liable for:
  - 7.4.1. Interest on the outstanding balance from the default date at the rate of twelve per centum (12%) per annum calculated on a daily basis;
  - 7.4.2. An account keeping fee of \$15.00 to be charged at the end of each calendar month after the default date until the outstanding balance has been paid;
  - 7.4.3. Any debt collection or recovery costs incurred by the Supplier; and if the Supplier's debt collection agency ("**the agency**") charges commission on a contingency basis then the Customer shall pay as a liquidated debt the commission payable by the Supplier to the agency, at the agency's prevailing rate as if the agency achieved one hundred per cent recovery and the following formula shall apply:
 
$$\frac{\text{Total Debt including Commission and GST}}{100} = \frac{\text{Original Debt} \times 100}{\text{Commission \% charged by the agency (including GST)}}$$

*(n.b. in the event where the agency is Prushka Fast Debt Recovery the applicable commission rate for the amount unpaid is as detailed on [www.prushka.com.au](http://www.prushka.com.au)).*
  - 7.4.4. Any charges reasonably made or claimed by the Supplier's or the agency's lawyer for legal costs on the indemnity basis.

**8. RISK AND LIABILITY**

- 8.1. The Customer will ensure when placing Orders that there is sufficient and accurate information to enable the Supplier to execute the Order, including any special instructions for the storage, packing or delivery of the Goods.
- 8.2. The Supplier takes no responsibility and will not be liable for any loss and damage or costs as a result of the Goods and/or Services being faulty or not fit for purpose due to insufficient or inaccurate information provided by the Customer.
- 8.3. The Customer accepts all risk in relation to the Goods (including all risks associated with unloading or unpacking) when the Goods pass into the Customer's care or control; or that of its nominated carrier or agent.
- 8.4. The Supplier takes no responsibility for representations made in relation to the Goods by any third party or any delay in the delivery of the Goods by a third party carrier nominated by the Customer.
- 8.5. The Supplier shall not be liable for and the Customer releases the Supplier from any loss and damage incurred as a result of delay, or failure to provide the Goods and/or Services or to observe any of these conditions due to an event of force majeure, being any cause or circumstance beyond the Supplier's reasonable control.
- 8.6. Subject to the Supplier's warranties for defective Goods and Services, the Supplier's liability for any loss and damage associated with, arising from or in connection with the supply of the Goods and/or the provision of Services may not exceed the Price of the Order, including but not limited to personal injury and damage to property.

**9. WARRANTY**

- 9.1. The Supplier warrants that the Customer's rights and remedies in the agreement arising from a warranty against defects are in addition to other rights and remedies under any applicable law in relation to the goods and services to which the warranty relates.
- 9.2. The Supplier does not purport to restrict, modify or exclude any liability that cannot be excluded under the Australian Consumer Law contained in Schedule 2 of the *Competition and Consumer Act 2010 (Cth)* as may be amended from time to time.

### **Warranty for Goods**

- 9.3. Provided that the Customer reports any manufacturing defect in any Goods supplied within fourteen (14) days from the date that the defect became apparent, the Supplier will rectify the defect within a reasonable period of time.
- 9.4. The Supplier provides the following warranty to Customers in respect of Goods supplied:  
*"Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure."*
- 9.5. In respect of all claims under warranty, the Supplier reserves its right to inspect Goods alleged to be defective.
- 9.6. To the extent permitted by law the Supplier's liability in respect of defective Goods that does not constitute a major failure will be limited to:
  - 9.6.1. The resupply by the Supplier of the defective Goods; or
  - 9.6.2. The refund of the Price paid by the Customer in respect of the defective Goods.
- 9.7. The Supplier shall not be liable to compensate the Customer for any reasonable delay in rectifying Goods found to be defective or in assessing the Customer's claim.
- 9.8. The Customer warrants that it will use its best endeavours to assist the Supplier with identifying the nature of the defective Goods claim.

### **Warranty for Services**

- 9.9. Provided that the Customer reports any defect in any Service provided within fourteen (14) days from the date that the defect became apparent, the Supplier will rectify any defect in the Services within a reasonable period of time.
- 9.10. In respect of all claims under warranty, the Supplier reserves its right to inspect the Services alleged to be defective.
- 9.11. To the extent permitted by law the Supplier's liability in respect of defective Services that does not constitute a major failure will be limited to:
  - 9.11.1. The rectification by the Supplier of the defective Services; or
  - 9.11.2. The payment of the reasonable costs of having the Services rectified or supplied again; or
  - 9.11.3. The refund of the Price paid by the Customer in respect of the defective Services.
- 9.12. The Supplier shall not be liable to compensate the Customer for any reasonable delay in remedying any defective Services or in assessing the Customer's claim.
- 9.13. The Customer warrants that it will use its best endeavours to assist the Supplier with identifying the nature of the defective Service claim.

### **Claims made under Warranty**

- 9.14. Claims for warranty should be made in one of the following ways:
  - 9.14.1. The Customer must send the claim in writing to the Supplier's address Unit 32, 111 Lewis Road, Wantirna South 3152 in the State of Victoria.
  - 9.14.2. The Customer must email the claim to the Supplier to [sales@integratedtransfer.com.au](mailto:sales@integratedtransfer.com.au).

9.14.3. The Customer must contact the Supplier on the Supplier's business number (03) 9837 5333.

## **10. TERMINATION AND CANCELLATION**

### **Cancellation by Supplier**

- 10.1. The Supplier may cancel any Order to which these terms and conditions apply prior to delivery/collection of the Goods or provision of the Services by giving written notice to the Customer. On giving such notice the Supplier shall repay to the Customer any deposit or sum advanced in respect of the Price. The Supplier shall not be liable for any loss and damage whatsoever arising from such cancellation.
- 10.2. Without prejudice to the Supplier's other remedies at law, the Supplier shall be entitled to cancel all or any part of any Order of the Customer which remains unfulfilled and all amounts owing to the Supplier shall, whether or not due for payment, become immediately payable in the event that:
  - 10.2.1. Any money payable to the Supplier becomes overdue for payment; or
  - 10.2.2. The Customer becomes insolvent, convenes a meeting with its creditors or proposes or enters into an arrangement with creditors, or makes an assignment for the benefit of its creditors; or
  - 10.2.3. A receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Customer or any asset of the Customer.

### **Cancellation by Customer**

- 10.3. The Customer may cancel an Order for the supply of Goods and/or the provision of Services prior to the time the Goods were to be dispatched and/or the Services were due to be performed
- 10.4. In the event that the Customer cancels the Order, the Customer shall be liable for loss and damage suffered by the Supplier; but limited to:
  - 10.4.1. The Price of the Order; or
  - 10.4.2. Any costs or expenses incurred by the Supplier, including the cost of purchasing the Goods from a third party to meet the Customer's Order.
- 10.5. The Supplier may retain any deposit or other sum paid by the Customer in respect of the Price of the Order and offset such sum or deposit in satisfaction or partial satisfaction of any loss and damage suffered by the Supplier as a result of the Customer's cancellation of the Order.

## **11. RETURN OF GOODS**

- 11.1. The Supplier may, at its discretion accept the return of Goods it has supplied to the Customer and that the Customer has accepted on the basis that Goods are no longer required by the Customer or are otherwise unwanted subject to:
  - 11.1.1. The request for the return of Goods being made by the Customer within fourteen (14) days of acceptance of the Goods by the Customer;
  - 11.1.2. The Price of the Goods having been paid in full by the Customer; and
  - 11.1.3. The Goods being returned and accepted by the Supplier in their original condition and being fit for resale.
- 11.2. The Customer acknowledges that it may incur a restocking fee of up to twenty per centum (20%) of the Price paid in respect of any Goods so returned and the Supplier may:
  - 11.2.1. Withhold any applicable re-stocking fee from any refund due to the Customer in respect of the Goods so returned;
  - 11.2.2. Apply any refund due to the Customer in respect of Goods so returned as credit to the trading account of the Customer less the applicable re-stocking fee.

11.3. The Customer is at all times responsible for the Goods until accepted as returned by the Supplier pursuant to this clause and the Customer accepts that it will bear any relevant freight or associated cost of returning any Goods.

**12. ENTIRE AGREEMENT**

12.1. The agreement as defined herein constitutes the whole agreement between the Customer and the Supplier.

12.2. The agreement is deemed to be made in the State of Victoria and all disputes hereunder shall be determined by the appropriate courts of Victoria.

12.3. All prior discussions and negotiations are merged within this document and the Supplier expressly waives all prior representations made by it or on its behalf that are in conflict with any clauses in this document in any way.

12.4. Nothing in these terms and conditions is intended to have the effect of contravening any applicable provisions of the *Competition and Consumer Act 2010 (Cth)* or the *Fair Trading Acts* in each of the States and Territories of Australia.

**I/We understand and agree to be bound by the Terms and Conditions set out herein.**

NAME: .....

NAME: .....

POSITION HELD:.....

POSITION HELD:.....

SIGNATURE: .....

SIGNATURE: .....

DATE: ...../...../20...

DATE: ...../...../20...