

# Marsh Air Conditioning – Terms & Conditions of Trade

1. <b>Definitions</b>	7. <b>Price and Payment</b>	11.2	Where the Contractor is to both supply and install Materials then the Contractor shall maintain a contract works insurance policy until the Works are completed. Upon completion of the Works all risk for the Works shall immediately pass to the Client.
1.1 <b>"Contract"</b> means the terms and conditions contained herein, together with any quotation, order, invoice or other document or amendments expressed to be supplemental to this Contract.	7.1 At the Contractor's sole discretion the Price shall be either: (a) as indicated on invoices provided by the Contractor to the Client in respect of Works performed or Materials supplied; or (b) the Price as at the date of delivery of the Works according to the Contractor's current price list; or (c) the Contractor's quoted Price (subject to clause 7.2) which shall be binding upon the Contractor provided that the Client shall accept the Contractor's quotation in writing within thirty (30) days.	11.3	Notwithstanding the provisions of clause 11.1 if the Client specifically requests the Contractor to leave Materials outside the Contractor's premises for collection or to deliver the Materials to an unattended location then such Materials shall always be left at sole risk of the Client and it shall be the Client's responsibility to ensure the Materials are insured adequately or at all. In the event that such Materials are lost, damaged or destroyed then replacement of the Materials shall be at the Client's expense.
1.2 <b>"Contractor"</b> means Marsh HVAC Services Pty Ltd T/A Marsh Air Conditioning, its successors and assigns or any person acting on behalf of and with the authority of Marsh HVAC Services Pty Ltd T/A Marsh Air Conditioning.	7.2 The Contractor reserves the right to change the Price: (a) if a variation to the Materials which are to be supplied is requested; or (b) if a variation to the Works originally scheduled (including any applicable plans or specifications) is requested; or (c) where additional Works are required due to the discovery of hidden or unidentifiable difficulties (including, but not limited to, poor weather conditions, additional site visits, limitations to accessing the site or insufficient crawl space, obscured building defects which requires remedial work, safety considerations and/or health hazards (such as the discovery of asbestos or other hazardous materials), existing wiring not up to current code standards, prerequisite work by any third party not being completed, hidden amenities (as per clause 13), or further faults found on disassembly amounting to further inspection etc.) which are only discovered on commencement of the Works.	11.4	The Client acknowledges and agrees that where the Contractor has performed temporary repairs on the equipment that: (a) the Contractor offers no guarantee against the recurrence of the initial fault, or any further damage caused; and (b) the Contractor will immediately advise the Client of the fault and shall provide the Client with an estimate for the full repair of the damaged equipment.
1.3 <b>"Client"</b> means the person/s, entities or any person acting on behalf of and with the authority of the Client requesting the Contractor provide the Works as specified in any proposal, quotation, order or other documentation, and: (a) if there is more than one Client, is a reference to each Client jointly and severally; and (b) if the Client is a partnership, it shall bind each partner jointly and severally; and (c) if the Client is a part of a Trust, shall be bound in their capacity as a trustee; and (d) includes the Client's executors, administrators, successors and permitted assigns.	7.3 Variations will be charged for on the basis of the Contractor's quotation, and will be detailed in writing, and shown as variations on the Contractor's invoice. The Client shall be required to respond to any variation submitted by the Contractor within ten (10) working days. Payment for all variations must be made in full. 7.4 At the Contractor's sole discretion a non-refundable deposit may be required. 7.5 Time for payment for the Works being of the essence, the Price will be payable by the Client on the date/s determined by the Contractor, which may be: (a) on completion of the Works; or (b) by way of progress payments/installments in accordance with the Supplier's specified progress payment/installment schedule. Such payments may include the reasonable value of authorised variations and the value of any Materials delivered to the Worksite but not yet installed and also any applicable administration and other such fees; or (c) thirty (30) days following the end of the month in which a statement is posted to the Client's address or address for notices; (d) the date specified on any invoice or other form as being the date for payment; or (e) failing any notice to the contrary, the date which is seven (7) days following the date of any invoice given to the Client by the Contractor.	11.5	The Client warrants that any structures to which the Materials are to be affixed are able to withstand the installation of the Materials and that any electrical connections (including, but not limited to, meter boxes, main switches, circuit breakers, and electrical cables) are of suitable capacity to handle the Materials once installed. If, for any reason (including the discovery of asbestos, defective or unsafe wiring, or dangerous access to crawl spaces and/or roofing), the Contractor reasonably forms the opinion that the Client's premises is not safe for the installation of Materials to proceed then the Contractor shall be entitled to delay installation of the Materials (in accordance with clause 9.2) until the Contractor is satisfied that it is safe for the installation to proceed. 11.6 In the event asbestos or any other toxic substances are discovered at the property, that it is the Client's responsibility to ensure the safe removal of the same. The Client further agrees to indemnify the Contractor against any costs incurred by the Contractor as a consequence of such discovery. Under no circumstances will the Contractor handle removal of asbestos product but can engage a third party to undertake the work at the Client's request and will be charged as a variation in accordance with clause 7.2.
1.4 <b>"Works"</b> means all Works (including consultation, manufacturing and/or installation services) or Materials supplied by the Contractor to the Client at the Client's request from time to time (where the context so permits the terms "Works" or "Materials" shall be interchangeable for the other).	7.6 Payment may be made by electronic/in-line banking, credit card (a surcharge may apply per transaction), or by any other method as agreed to between the Client and the Contractor. 7.7 The Contractor may in its discretion allocate any payment received from the Client towards any invoice that the Contractor determines and may do so at the time of receipt or at any time afterwards. On any default by the Client the Contractor may re-allocate any payments previously received and allocated. In the absence of any payment allocation by the Contractor, payment will be deemed to be allocated in such manner as preserves the maximum value of the Contractor's Purchase Money Security Interest (as defined in the PPSA) in the Materials. 7.8 The Client shall not be entitled to set off against, or deduct from the Price, any sums owed or claimed to be owed to the Client by the Contractor nor to withhold payment of any invoice because part of that invoice is in dispute. 7.9 Unless otherwise stated the Price does not include GST. In addition to the Price, the Client must pay for the Contractor an amount equal to any GST the Contractor must pay for any supply by the Contractor under this or any other contract for the sale of the Materials. The Client must pay GST, without deduction or set off of any other amounts, at the same time and on the same basis as the Client pays the Price. In addition, the Client must pay any other taxes and duties that may be applicable in addition to the Price except where they are expressly included in the Price.	11.7	The Client acknowledges that: (a) the Contractor is only responsible for parts that are replaced by the Contractor, and in the event that other parts/goods, subsequently fail, the Client agrees to indemnify the Contractor against any loss or damage to the Materials, or caused by the Materials, or any part thereof howsoever arising; and (b) they shall (i) not be entitled to withhold any payment due under this contract because of any delay in the connection of, or the supply of electricity to the Materials by an electrical distributor or any other third party; (ii) be responsible for any building work, excavation work, core drilling or any other non-standard surface penetrations that need to be carried out to enable the Contractor to carry out the Works; and (iii) remove any furniture or personal/valuable items from the vicinity of the Works, and agrees that the Contractor shall not be liable for any damage caused to those items through the Client's failure to comply with this clause.
1.5 <b>"Worksite"</b> means the address nominated by the Client to which the Materials are to be supplied by the Contractor.	7.9 <b>Product Specifications</b> The Client acknowledges that: (a) all descriptive specifications, illustrations, drawings, data, dimensions, ratings and weights stated in the Contractor's or the manufacturer's fact sheets, price lists or advertising and/or other materials are approximate only and are given by way of identification only. The Client shall not be entitled to rely on such information, and any use of such does not constitute a sale by description, and does not form part of the Contract, unless expressly stated as such in writing by the Contractor; (b) while the Contractor may have provided information or figures to the Client regarding the performance of the Materials, the Client acknowledges that the Contractor has given these in good faith, and are estimates based on industry prescribed estimates. 8. The Client shall be responsible for ensuring that the Materials ordered are suitable for their intended use.	11.8	The Contractor: (a) shall upon installation ensure that all Materials are to be installed in a manner that is fully compliant with industry standards. If, for any reason, the Client specifically requires the Materials to be installed in any way which goes against the Contractor's recommendations and/or falls below industry standards, the Client specifically detailing that requirement must be made in writing to the Contractor. Accordingly, the Contractor offers no warranty in regards to the aforementioned; (b) shall be entitled to rely on the accuracy of any plans, specifications and other information provided by the Client. The Client acknowledges and agrees that in the event that any of this information provided by the Client is inaccurate, the Contractor accepts no responsibility for any loss, damages, or costs however resulting from these inaccurate plans, specifications or other information; and (c) accepts no responsibility for: (i) any damage or performance related problems with any Materials where they have not been used and/or maintained in accordance with the Contractor's and/or the manufacturer's recommendations; (ii) any damage or defects in any Materials caused by movement and/or interference of the said Materials; (iii) painting, re-decorating, re-sealing, carpentry or any other Works required for the restoration or making good of any surface/area where any Works have been carried out.
1.6 <b>"Intended Use"</b> means a building product and the use thereof, for which the building product is intended to be, or is reasonably likely to be, associated with a building.	8.1 <b>Acceptance</b> 7.9 The Client is taken to have exclusively accepted and is immediately bound, jointly and severally, by these terms and conditions if the Client places an order for or accepts delivery of any Works. 8.2 If the Contractor has been requested by the Client to diagnose a fault that requires investigation, disassembly and/or testing, all costs involved will be charged to the Client irrespective of whether or not the repair goes ahead. 8.3 The Contractor has the right to postpone or refuse to provide Works where: (a) unsafe or unusual conditions exist; (b) the Contractor deems the equipment under the Contract is no longer economically repairable. The Contractor will provide the Client with a proposal 9.1 to replace such equipment; or (c) the access to the equipment is not accessible including but not limited to, 9.2 having adequate crawl space, attic and roof space to provide dry access to service equipment and assets.	11.9	The Client warrants that no other tradesmen interfere with any Works and/or Materials supplied under this Contract. The Contractor shall not be liable for any costs, damages or loss however arising from the Client's failure to comply with this clause.
1.7 <b>"Non-Conforming Building Product"</b> means building products that are regarded as Non-Conforming for an Intended Use if, when associated with a building: (a) the product is not, or will not be, safe; or (b) does not, or will not, comply with the relevant regulatory provisions; or (c) the product does not perform, or is not capable of performing, for the use to the standard it is represented to conform to by or for a person in the chain of responsibility for the product.	8.4 <b>Provision of the Works</b> Subject to clause 9.2 it is the Contractor's responsibility to ensure that the Works start as soon as it is reasonably possible. The Works' commencement date will be put back and/or the completion date extended by whatever time is reasonable in the event that the Contractor claims an extension of time (by giving the Client written notice) where completion is delayed by an event beyond the Contractor's control, including but not limited to any failure by the Client to: (a) make a selection; or (b) have the Worksite ready for the Works; or (c) notify the Contractor that the Worksite is ready. At the Contractor's sole discretion, the cost of delivery is either included in the Price or is in addition to the Price. 9.3 The Contractor may deliver the Works by separate instalments. Each separate instalment shall be invoiced and paid in accordance with the provisions in these terms and conditions. Any time specified by the Contractor for delivery of the Works is an estimate only and the Contractor will not be liable for any loss or damage incurred by the Client as a result of delivery being late. However both parties agree that they shall make every endeavour to enable the Works to be supplied at the time and place as was arranged between both parties. In the event that the Contractor is unable to supply the Works as agreed solely due to any action or inaction of the Client, then the Contractor shall be entitled to charge a reasonable fee for re-supplying the Works at a later date and/or for storage of the Materials. 9.4 <b>Worksite Access and Condition</b> It is the intention of the Contractor and agreed by the Client that: (a) the Client shall ensure that the Contractor has clear and free access to the Worksite at all times to enable them to undertake the Works (including carrying out Worksite inspections, gain signatures for required documents, and for the delivery and installation of the Materials). The Contractor shall not be liable for any loss or damage to the Worksite (including, without limitation, damage to pathways, driveways and concrete or paved or grassed areas) unless due to the negligence of the Contractor; and (b) it is the Client's responsibility to provide the Contractor, while at the Worksite, with adequate access to available water, electricity, toilet and washing facilities. 9.5 The Client agrees to be present at the Worksite when and as reasonably requested by the Contractor and its employees, contractors and/or agents.	12. <b>Air Conditioning Risk</b> 12.1 The location of the air conditioning units is at the discretion of the Client, a charge will apply as a variation as per 7.2, if the Client requests a change in location and subsequently additional Materials are required. 12.2 The area designated for the outdoor condensing unit shall be levelled and cleared by the Client prior to installation date. 12.3 The Contractor shall upon installation ensure that all installed equipment meet current industry standards applicable to noise levels, however the Contractor cannot guarantee that noise levels will remain constant post installation as the equipment may be impacted by many factors such as the weather, lack of maintenance, tampering etc. 12.4 In the event that any of the equipment needs to be relocated due to complaints from neighbours or local authorities, then the Client shall be responsible for any and all costs involved. 12.5 The Client acknowledges and agrees that it is their responsibility to insure any equipment partly or completely installed on site, against theft or damage. 12.6 In the event that the electrical wiring is required to be re-positioned at the request of any third party contracted by the Client then the Client agrees to notify the Contractor immediately upon any proposed changes. The Client agrees to indemnify the Contractor against any additional costs incurred with such a relocation of electrical wiring. All such variances shall be invoiced in accordance with clause 7.2. 12.7 The Client acknowledges that: (a) optional accessories such as but not limited to, dampers, zone controls, deflection blades, remote controls, brackets, condensing unit trays, condensing unit drains, remote sensors, power cables, primer coating, linear vents, electrostatic filters are additional cost items. (b) Replacement, additional or new refrigeration gases are not covered under warranty; these are serviceable items therefore chargeable.	
1.8 <b>"Confidential Information"</b> means information of a confidential nature whether oral, written or in electronic form including, but not limited to, this Contract, either party's intellectual property, operational information, know-how, trade secrets, financial and commercial affairs, contracts, client information (including but not limited to, "Personal Information" such as: name, address, D.O.B, occupation, driver's license details, electronic contact (email, Facebook or Twitter details), medical insurance details or next of kin and other contact information (where applicable), previous credit applications, credit history) and pricing details.	9.6 <b>Errors and Omissions</b> 3.1 The Client acknowledges and accepts that the Contractor shall, without prejudice, accept no liability in respect of any alleged or actual error(s) and/or omission(s): (a) resulting from an inadvertent mistake made by the Contractor in the formation and/or administration of this Contract; and/or (b) contained in any literature (hard copy and/or electronic) supplied by the Contractor in respect of the Works. 3.2 In the event such an error and/or omission occurs in accordance with clause 3.1, and is not attributable to the negligence and/or willful misconduct of the Contractor; the Client shall not be entitled to treat this Contract as repudiated nor render it invalid.	12.8	<b>Hidden Amenities</b> 13.1 Prior to the Contractor commencing any work the Client must advise the Contractor of the precise location of all hidden amenities on the site and clearly mark the same. The hidden amenities the Client must identify include, but are not limited to, electrical services, gas services, sewer services, pumping services, sewer connections, sewer sludge mains, water mains, irrigation pipes, telephone cables, fibre optic cables, oil pumping mains, and any other services that may be on site. Whilst the Contractor will take all care to avoid damage to any hidden amenities the Client agrees to indemnify the Contractor in respect of all and any liability claims, loss, damage, costs and fines as a result of damage to services not precisely located and notified as per clause 13.1.
1.9 <b>"Cookies"</b> means small files which are stored on a user's computer. They are designed to hold a modest amount of data (including Personal Information) specific to a particular client and website, and can be accessed either by the web server or the client's computer. If the Client does not wish to allow Cookies to operate in the background when using the Contractor's website, then the Client shall have the right to enable / disable the Cookies first by selecting the option to enable / disable provided on the website, prior to making enquiries via the website.	3.3 <b>Change in Control</b> 5.1 The Client shall give the Contractor not less than fourteen (14) days prior written notice of any proposed change of ownership of the Client and/or any other change in the Client's details (including but not limited to, changes in the Client's name, address, contact phone or fax number/s, change of trustees, or business practice). The Client shall be liable for any loss incurred by the Contractor as a result of the Client's failure to comply with this clause.	13. <b>Compliance with Laws</b> 14.1 The Client and the Contractor shall comply with the provisions of all statutes, regulations and bylaws of government, local and other public authorities that may be applicable to the Works, including any work health and safety laws (WH&S) relating or any other relevant safety standards or legislation pertaining to the Works. 14.2 Both parties acknowledge and agree: (a) to comply with the National Construction Code of Australia (NCC) and comply with section 74AA (provisions associated with building works and/or the intended use) and section 74AE (Chain of Responsibility) of the QBC Act 1991, in respect of all workmanship and building products to be supplied during the course of the Works; and (b) that Works will be provided in accordance with any current relevant Australian/New Zealand Standards applicable.	
1.10 <b>"Price"</b> means the Price payable (plus any GST where applicable) for the Works as agreed between the Contractor and the Client in accordance with clause 7 below.	4. <b>Authorised Representatives</b> 4.1 The Client acknowledges that the Contractor shall (for the duration of the Works) liaise directly with one (1) authorised representative, and that once introduced as such to the Contractor, that person shall have the full authority of the Client to order any Works and/or to request any variation thereto on the Client's behalf. The Client accepts that they will be solely liable to the Contractor for all additional costs incurred by the Contractor (including the Contractor's profit margin) in providing any Works or variation/s requested thereto by the Client's duly authorised representative.	15. <b>Risk</b> 11.1 If the Contractor retains ownership of the Materials under clause 15 then where the Contractor is supplying Materials only, all risk for the Materials shall immediately pass to the Client on delivery and the Client must insure the Materials on or before delivery. Delivery of the Materials shall be deemed to have taken place immediately at the time that the Materials are delivered by the Contractor or the Contractor's nominated carrier to the Client's nominated delivery address (even if the Client is not present at the address).	
1.11 <b>"GST"</b> means Goods and Services Tax as defined within the "A New Tax System (Goods and Services Tax) Act 1999" (Cth).	6. <b>Exclusions</b> *Unless Specifically included in the quoted scope of Works 6.1 The performing of any building work including (but not limited to) cutting holes, patching, painting, flashing, boxing or furring in plinths or platforms, structural or building alterations. 6.2 Alterations/upgrades to the switchboard or existing mains supply. 6.3 Crane hire. 6.4 Asbestos cutting/removal. 6.5 Local authority approval, inspection, reports or any certificates. 6.6 Noise reduction and /or acoustic attenuation procedures. 6.7 Engineered drawings, plans and development application & fees.	16. <b>Client Acknowledges that:</b> (a) the Contractor is only responsible for parts that are replaced by the Contractor, and in the event that other parts/goods, subsequently fail, the Client agrees to indemnify the Contractor against any loss or damage to the Materials, or caused by the Materials, or any part thereof howsoever arising; and (b) they shall (i) not be entitled to withhold any payment due under this contract because of any delay in the connection of, or the supply of electricity to the Materials by an electrical distributor or any other third party; (ii) be responsible for any building work, excavation work, core drilling or any other non-standard surface penetrations that need to be carried out to enable the Contractor to carry out the Works; and (iii) remove any furniture or personal/valuable items from the vicinity of the Works, and agrees that the Contractor shall not be liable for any damage caused to those items through the Client's failure to comply with this clause.	

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- territory regulations, then the Contractor shall be entitled, without prejudice, to halt the Works until the appropriate conforming products are sourced and all costs associated with such a change to the plans and design will be invoiced in accordance with clause 7.2. The Client shall obtain (at the expense of the Client) all licenses and approvals that may be required for the Works.
- 15. Title**  
15.1 The Contractor and the Client agree that ownership of the Materials shall not pass until:  
(a) the Client has paid the Contractor all amounts owing to the Contractor; and  
(b) the Client has met all of its other obligations to the Contractor.
- 15.2 Receipt** by the Contractor of any form of payment other than cash shall not be deemed to be payment until that form of payment has been honoured, cleared or recognised.
- 15.3 It is further agreed** that until ownership of the Materials passes to the Client in accordance with clause 15.1:  
(a) the Client is only a bailee of the Materials and unless the Materials have become fixtures must return the Materials to the Contractor on request;  
(b) the Client holds the benefit of the Client's insurance of the Materials on trust for the Contractor and must pay to the Contractor the proceeds of any insurance in the event of the Materials being lost, damaged or destroyed;  
(c) the production of these terms and conditions by the Contractor shall be sufficient evidence of the Contractor's rights to receive the insurance proceeds direct from the insurer without the need for any person dealing with the Contractor to make further enquiries;  
(d) the Client must not sell, dispose, or otherwise part with possession of the Materials other than in the ordinary course of business and for market value. If the Client sells, disposes or parts with possession of the Materials then the Client must hold the proceeds of any such act on trust for the Contractor and must pay or deliver the proceeds to the Contractor on demand;  
(e) the Client should not convert or process the Materials or intermix them with other goods but if the Client does so then the Client holds the resulting product on trust for the benefit of the Contractor and must sell, dispose of or return the resulting product to the Contractor as it so directs;  
(f) unless the Materials have become fixtures the Client irrevocably authorises the Contractor to enter any premises where the Contractor believes the Materials are kept and recover possession of the Materials;  
(g) the Contractor may recover possession of any Materials in transit whether or not delivery has occurred;  
(h) the Client shall not charge or grant an encumbrance over the Materials nor grant nor otherwise give away any interest in the Materials while they remain the property of the Contractor;  
(i) the Contractor may commence proceedings to recover the Price of the Materials sold notwithstanding that ownership of the Materials has not passed to the Client.
- 16. Personal Property Securities Act 2009 ("PPSA")**  
16.1 In this clause financing statement, financing change statement, security agreement, and security interest has the meaning given to it by the PPSA.  
16.2 Upon assenting to these terms and conditions in writing the Client acknowledges and agrees that these terms and conditions constitute a security agreement for the purposes of the PPSA and creates a security interest in all Materials and/or collateral (account) – being a monetary obligation of the Client to the Contractor for Works – that have previously been supplied and that will be supplied in the future by the Contractor to the Client.
- 16.3 The Client undertakes to:**  
(a) promptly sign any further documents and/or provide any further information (such information to be complete, accurate and up-to-date in all respects) which the Contractor may reasonably require to:  
(i) register a financing statement or financing change statement in relation to a security interest on the Personal Property Securities Register;  
(ii) register any other document required to be registered by the PPSA; or  
(iii) correct a defect in a statement referred to in clause 16.3(a)(i) or 16.3(a)(ii);  
(b) indemnify, and upon demand reimburse, the Contractor for all expenses incurred in registering a financing statement or financing change statement on the Personal Property Securities Register established by the PPSA or releasing any Materials charged thereby;  
(c) not register a financing change statement in respect of a security interest without the prior written consent of the Contractor;  
(d) not register, or permit to be registered, a financing statement or a financing change statement in relation to the Materials and/or collateral (account) in favour of a third party without the prior written consent of the Contractor;  
(e) immediately advise the Contractor of any material change in its business practices of selling the Materials which would result in a change in the nature of proceeds derived from such sales.
- 16.4 The Contractor and the Client agree** that sections 96, 115 and 125 of the PPSA do not apply to the security agreement created by these terms and conditions.
- 16.5 The Client hereby waives its rights** to receive notices under sections 95, 118, 121(1), 130, 132(3)(d) and 132(4) of the PPSA.
- 16.6 The Client waives its rights as a grantor and/or a debtor** under sections 142 and 143 of the PPSA.
- 16.7 Unless otherwise agreed** in writing by the Contractor, the Client waives its right to receive a verification statement in accordance with section 157 of the PPSA.
- 16.8 The Client shall unconditionally ratify** any actions taken by the Contractor under clauses 16.3 to 16.5.
- 16.9 Subject to any express provisions** to the contrary (including those contained in this clause 16), nothing in these terms and conditions is intended to have the effect of contracting out of any of the provisions of the PPSA.
- 17. Security and Charge**  
17.1 In consideration of the Contractor agreeing to supply the Materials, the Client charges all of its rights, title and interest (whether joint or several) in any land, realty or other assets capable of being charged, owned by the Client either now or in the future, to secure the performance by the Client of its obligations under these terms and conditions (including, but not limited to, the payment of any money).  
17.2 The Client indemnifies the Contractor from and against all the Contractor's costs and disbursements including legal costs on a solicitor and own client basis incurred in exercising the Contractor's rights under this clause.  
17.3 The Client irrevocably appoints the Contractor and each director of the Contractor as the Client's true and lawful attorneys to perform all necessary acts to give effect to the provisions of this clause 17 including, but not limited to, signing any document on the Client's behalf.
- 18. Defects, Warranties and Returns, Competition and Consumer Act 2010 ("CCA")**  
18.1 The Client must inspect all Materials on delivery (or the Works on completion) and must within seven (7) days of delivery notify the Contractor in writing of any evident defect/damage, shortage in quantity, or failure to comply with the description or quote. The Client must notify any other alleged defect in the Materials/Works as soon as reasonably possible after any such defect becomes evident. Upon such notification the Client must allow the Contractor to inspect the Materials or to review the Works provided.  
18.2 Under applicable State, Territory and Commonwealth Law (including, without limitation the CCA), certain statutory implied guarantees and warranties including, without limitation the statutory guarantees under the CCA) may be implied into these terms and conditions (Non-Excluded Guarantees).  
18.3 The Contractor acknowledges that nothing in these terms and conditions purports to modify or exclude the Non-Excluded Guarantees.  
18.4 Except as expressly set out in these terms and conditions or in respect of the Non-Excluded Guarantees, the Contractor makes no warranties or other representations under these terms and conditions including but not limited to the quality or suitability of the Materials/Works. The Contractor's liability in respect of these warranties is limited to the fullest extent permitted by law.  
18.5 If the Client is a consumer within the meaning of the CCA, the Contractor's liability is limited to the extent permitted by section 64 of Schedule 2.  
18.6 If the Contractor is required to replace any Materials under this clause or the CCA, but is unable to do so, the Contractor may refund any money the Client has paid for the Materials.  
18.7 If the Contractor is required to rectify, re-supply, or pay the cost of re-supplying the Works under this clause or the CCA, but is unable to do so, then the Contractor may refund any money the Client has paid for the Works but only to the extent that such refund shall take into account the value of Works and Materials which have been provided to the Client which were not defective.  
18.8 If the Client is not a consumer within the meaning of the CCA, the Contractor's liability for any defect or damage in the Materials is:  
(a) limited to the value of any express warranty or warranty card provided to the Client by the Contractor at the Contractor's sole discretion;
- (b) limited to any warranty to which the Contractor is entitled, if the Contractor did not manufacture the Materials;  
(c) otherwise negated absolutely.  
Subject to this clause 18, returns will only be accepted provided that:  
(a) the Client has complied with the provisions of clause 18.1; and  
(b) the Contractor has agreed that the Materials are defective; and  
(c) the Materials are returned within a reasonable time at the Client's cost (if that cost is not significant); and  
(d) the Materials are returned in as close a condition to that in which they were received as is practicable.
- 18.10 Notwithstanding clauses 18.1 to 18.9 but subject to the CCA**, the Contractor shall not be liable for any defect or damage which may be caused or partly caused by or arise as a result of:  
(a) the Client failing to properly maintain or store any Materials;  
(b) the Client using the Materials for any purpose other than that for which they were designed;  
(c) the Client continuing to use any Materials after any defect became apparent or should have become apparent to a reasonably prudent operator or user;  
(d) interference with the Works by the Client or any third party without the Contractor's prior approval;  
(e) the Client failing to follow any instructions or guidelines (including any service schedule) provided by the Contractor;  
(f) fair wear and tear, any accident, or act of God.
- 18.11 The Contractor may in its absolute discretion accept non-defective Materials** for return in which case the Contractor may require the Client to pay handling fees of up to fifteen percent (15%) of the value of the returned Materials plus any freight costs.
- 18.12 Notwithstanding anything contained in this clause** if the Contractor is required by a law to accept a return then the Contractor will only accept a return on the conditions imposed by that law.
- 19. Intellectual Property**  
19.1 Where the Contractor has designed, drawn, written plans or a schedule of Works, or created any products for the Client, then the copyright in all such designs, drawings, documents, plans, schedules and products shall remain vested in the Contractor, and shall only be used by the Client at the Contractor's discretion. Under no circumstances may such designs, drawings and documents be used without the express written approval of the Contractor.  
19.2 The Client warrants that all designs, specifications or instructions given to the Contractor will not cause the Contractor to infringe any patent, registered design or trademark in the execution of the Client's order and the Client agrees to indemnify the Contractor against any action taken by a third party against the Contractor in respect of any such infringement.  
19.3 The Client agrees that the Contractor may (at no cost) use for the purposes of marketing or entry into any competition, any documents, designs, drawings, plans or products which the Contractor has created for the Client.
- 20. Default and Consequences of Default**  
20.1 Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of two and a half percent (2.5%) per calendar month (and at the Contractor's sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.  
20.2 If the Client owes the Contractor any money the Client shall indemnify the Contractor from and against all costs and disbursements incurred by the Contractor in recovering the debt (including but not limited to internal administration fees, legal costs on a solicitor and own client basis, the Contractor's contract default fee, and bank dishonour fees).  
20.3 Further to any other rights or remedies the Contractor may have under this Contract, if a Client has made payment to the Contractor, and the transaction is subsequently reversed, the Client shall be liable for the amount of the reversed transaction, in addition to any further costs incurred by the Contractor under this clause 20 where it can be proven that such reversal is found to be illegal, fraudulent or in contravention to the Client's obligations under this Contract.  
20.4 Without prejudice to the Contractor's other remedies at law the Contractor shall be entitled to cancel all or any part of any order of the Client which remains unfulfilled and all amounts owing to the Contractor shall, whether or not due for payment, become immediately payable to the Contractor.  
20.5 (a) the Client agrees that the Contractor becomes overdue, or in the Contractor's opinion the Client will be unable to make a payment when it falls due;  
(b) the Client has exceeded any applicable credit limit provided by the Contractor;  
(c) the Client becomes insolvent or bankrupt, 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  
(d) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Client or any asset of the Client.
- 21. Cancellation**  
21.1 Without prejudice to any other remedies the Contractor may have, if at any time the Client is in breach of any of the terms relating to payment under these terms and conditions, the Contractor may suspend or terminate the supply of Works to the Client. The Contractor will not be liable to the Client for any loss or damage the Client suffers because the Contractor has exercised its rights under this clause.  
21.2 The Contractor may cancel any contract to which these terms and conditions apply or cancel delivery of Works at any time before the Works are commenced by giving written notice to the Client. On giving such notice the Contractor shall repay to the Client any sums paid in respect of the Price, less any amounts owing by the Client to the Contractor for Works already performed. The Contractor shall not be liable for any loss or damage whatsoever arising from such cancellation.  
21.3 In the event that the Client cancels the delivery of Works the Client shall be liable for any and all loss incurred (whether direct or indirect) by the Contractor as a direct result of the cancellation (including, but not limited to, any loss of profits).  
21.4 Cancellation of orders for products made to the Client's specifications, or for non-stockist items, will definitely not be accepted once production has commenced, or an order has been placed.
- 22. Privacy Policy**  
22.1 All emails, documents, images or other recorded information held or used by the Contractor is Personal Information, as defined and referred to in clause 22.3, and therefore considered Confidential Information. The Contractor acknowledges its obligation in relation to the handling, use, disclosure and processing of Personal Information pursuant to the Privacy Act 1988 ("the Act") including the Part IIIIC of the Act being Privacy Amendment (Notifiable Data Breaches) Act 2017 (NDB) and any statutory requirements, where relevant in a European Economic Area ("EEA"), under the EU Data Privacy Laws (including the General Data Protection Regulation "GDPR") (collectively, "EU Data Privacy Laws"). The Contractor acknowledges that in the event it becomes aware of any data breaches and/or disclosure of the Client's Personal Information, held by the Contractor that may result in serious harm to the Client, the Contractor will notify the Client in accordance with the Act and/or the GDPR. Any release of such Personal Information must be in accordance with the Act and the GDPR (where relevant) and must be approved by the Client by written consent, unless subject to an operation of law.  
22.2 Notwithstanding clause 22.1, privacy limitations will extend to the Contractor in respect of Cookies where the Client utilizes the Contractor's website to make enquiries. The Contractor agrees to display reference to such Cookies and/or similar tracking technologies, such as pixels and web beacons (if applicable), such technology allows the collection of Personal Information such as the Client's:  
(a) IP address, browser, email client type and other similar details;  
(b) tracking website usage and traffic; and  
(c) reports are available to the Contractor when the Contractor sends an email to the Client, so the Contractor may collect and review that information ("collectively Personal Information")  
22.3 If the Client consents to the Contractor's use of Cookies on the Contractor's website and later wishes to withdraw that consent, the Client may manage and control the Contractor's privacy controls via the Client's web browser, including making a further request for the Contractor to provide Works to the Client.  
22.4 The Client agrees for the Contractor to obtain from a credit reporting body (CRB) a credit report containing personal credit information (e.g. name, address, D.O.B, occupation, driver's license details, electronic contact (email, Facebook or Twitter details), medical insurance details or next of kin and other contact information (where applicable), previous credit applications, credit history) about the Client in relation to credit provided by the Contractor.  
22.5 The Client agrees that the Contractor may exchange information about the Client with those credit providers and with related body corporates for the following purposes:  
(a) to assess an application by the Client; and/or  
(b) to notify other credit providers of a default by the Client; and/or
- (c) to exchange information with other credit providers as to the status of this credit account, where the Client is in default with other credit providers; and/or  
(d) to assess the creditworthiness of the Client including the Client's repayment history in the preceding two (2) years.  
22.6 The Client consents to the Contractor being given a consumer credit report to collect overdue payment on commercial credit.  
22.7 The Client agrees that personal credit information provided may be used and retained by the Contractor for the following purposes (and for other agreed purposes or required by):  
(a) the provision of Works; and/or  
(b) analysing, verifying and/or checking the Client's credit, payment and/or status in relation to the provision of Works; and/or  
(c) processing of any payment instructions, direct debit facilities and/or credit facilities requested by the Client; and/or  
(d) enabling the collection of amounts outstanding in relation to the Works.  
22.8 The Contractor may give information about the Client to a CRB for the following purposes:  
(a) to obtain a consumer credit report;  
(b) allow the CRB to create or maintain a credit information file about the Client including credit history.  
22.9 The information given to the CRB may include:  
(a) Personal information as outlined in 22.3 above;  
(b) name of the credit provider and that the Contractor is a current credit provider to the Client;  
(c) whether the credit provider is a licensee;  
(d) type of consumer credit;  
(e) details concerning the Client's application for credit or commercial credit (e.g. date of commencement/termination of the credit account and the amount requested);  
(f) advice of consumer credit defaults (provided the Contractor is a member of an approved QAIC External Disputes Resolution Scheme), overdue accounts, loan repayments or outstanding monies which are overdue by more than sixty (60) days and for which written notice for request of payment has been made and debt recovery action commenced or alternatively that the Client no longer has any overdue accounts and the Contractor has been paid or otherwise discharged and all details surrounding that discharge (e.g. dates of payments);  
(g) information that, in the opinion of the Contractor, the Client has committed a serious credit infringement;  
(h) advice that the amount of the Client's overdue payment is equal to or more than one hundred and fifty dollars (\$150).  
22.10 The Client shall have the right to request (by e-mail) from the Contractor:  
(a) a copy of the Personal Information about the Client retained by the Contractor and the right to request that the Contractor correct any incorrect Personal Information; and  
(b) that the Contractor does not disclose any Personal Information about the Client for the purpose of direct marketing.  
22.11 The Contractor will destroy Personal Information upon the Client's request (by e-mail) or if it is no longer required unless it is required in order to fulfil the obligations of this Contract or is required to be maintained and/or stored in accordance with the law.  
22.12 The Client can make a privacy complaint by contacting the Contractor via e-mail. The Contractor will respond to that complaint within seven (7) days of receipt and will take all reasonable steps to make a decision as to the complaint within thirty (30) days of receipt of the complaint. In the event that the Client is not satisfied with the resolution provided, the Client can make a complaint to the Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).
- 23. Service of Notices**  
23.1 Any written notice given under this Contract shall be deemed to have been given and received:  
(a) by handing the notice to the other party, in person;  
(b) by leaving it at the address of the other party as stated in this Contract;  
(c) by sending it by registered post to the address of the other party as stated in this Contract;  
(d) if sent by facsimile transmission to the fax number of the other party as stated in this Contract (if any), on receipt of confirmation of the transmission;  
(e) if sent by email to the other party's last known email address.  
23.2 Any notice that is posted shall be deemed to have been served, unless the contrary is shown, at the time when by the ordinary course of post, the notice would have been delivered.
- 24. Trusts**  
24.1 If the Client at any time upon or subsequent to entering in to the Contract is acting in the capacity of trustee of any trust ("Trust") then whether or not the Contractor may have notice of the Trust, the Client covenants with the Contractor as follows:  
(a) the Contractor extends to all rights of indemnity which the Client now or subsequently may have against the Trust and the trust fund;  
(b) the Client has full and complete power and authority under the Trust to enter into the obligations and the provisions of the Trust do not purport to exclude or take away the right of indemnity of the Client against the Trust or the trust fund. The Client will not release the right of indemnity or commit any breach of trust or be a party to any other action which might prejudice that right of indemnity;  
(c) the Client will not without consent in writing of the Contractor (the Contractor will not unreasonably withhold consent), cause, permit, or suffer to happen any of the following events:  
(i) the removal, replacement or retirement of the Client as trustee of the Trust;  
(ii) any alteration to or variation of the terms of the Trust;  
(iii) any advancement or distribution of capital of the Trust; or  
(iv) any resettlement of the trust property.
- 25. Building Industry Fairness (Security of Payment) Act 2017**  
25.1 At the Contractor's sole discretion, if there are any disputes or claims for unpaid Materials and/or Works then the provisions of the Building Industry Fairness (Security of Payment) Act 2017 may apply.  
25.2 Nothing in this contract is intended to have the effect of contracting out of any applicable provisions of the Building Industry Fairness (Security of Payment) Act 2017 of Queensland, except to the extent permitted by the Act where applicable.
- 26. General**  
26.1 The failure by either 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. 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.  
26.2 These terms and conditions and any contract to which they apply shall be governed by the laws of Queensland in which the Contractor has its principal place of business, and are subject to the jurisdiction of the Brisbane Courts.  
26.3 Subject to clause 18, the Contractor shall be under no liability whatsoever to the Client for any indirect and/or consequential loss and/or expense (including loss of profit) suffered by the Client arising out of a breach by the Contractor of these terms and conditions (alternatively the Contractor's liability shall be limited to damages which under no circumstances shall exceed the Price of the Works).  
26.4 The Contractor may license and/or assign all or any part of its rights and/or obligations under this Contract without the Client's consent.  
26.5 The Client cannot license or assign without the written approval of the Contractor.  
26.6 The Contractor may elect to subcontract out any part of the Works but shall not be relieved from any liability or obligation under this Contract by so doing. Furthermore, the Client agrees and understands that they have no authority to give any instruction to any of the Contractor's sub-contractors without the authority of the Contractor.  
26.7 The Client agrees that the Contractor may amend their general terms and conditions for subsequent future contracts with the Client by disclosing such to the Client in writing. These changes shall be deemed to take effect from the date on which the Client accepts such changes, or otherwise at such time as the Client makes a further request for the Contractor to provide Works to the Client.  
26.8 Neither party shall be liable for any default due to any act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, storm, national or global pandemics and/or the implementation of regulation, directions, rules or measures being enforced by Governments or embargos, including but not limited to, any Government imposed border lockdowns (including, worldwide destination ports), etc. ("Force Majeure") or other event beyond the reasonable control of either party.  
26.9 Both parties warrant that they have the power to enter into this Contract and have obtained all necessary authorisations to allow them to do so, they are not insolvent and that this Contract creates binding and valid legal obligations on them.