

1. Definitions

- 1.1 “North East Glass” means Kaplin Pty Ltd ABN 71 648 840 082 T/A North East Glass Wangaratta, its successors and assigns or any person acting on behalf of and with the authority of Kaplin Pty Ltd T/A North East Glass Wangaratta.
- 1.2 “Client” means the person/s buying the Goods as specified in any invoice, document or order, and if there is more than one Client is a reference to each Client jointly and severally.
- 1.3 “Goods” means all Goods or Services supplied by North East Glass to the Client at the Client’s request from time to time (where the context so permits the terms ‘Goods’ or ‘Services’ shall be interchangeable for the other).
- 1.4 “Price” means the Price payable for the Goods as agreed between North East Glass and the Client in accordance with clause 4 below.

2. Acceptance

- 2.1 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 the Goods.
- 2.2 These terms and conditions may only be amended with North East Glass consent in writing and shall prevail to the extent of any inconsistency with any other document or agreement between the Client and North East Glass.

3. Change in Control

- 3.1 The Client shall give North East Glass 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, or business practice). The Client shall be liable for any loss incurred by North East Glass as a result of the Client’s failure to comply with this clause.

4. Price and Payment

- 4.1 At North East Glass sole discretion the Price shall be either:
 - (a) as indicated on any invoice provided by North East Glass to the Client; or
 - (b) North East Glass quoted price (subject to clause 4.2) which will be valid for the period stated in the quotation or otherwise for a period of thirty (30) days.
- 4.2 North East Glass reserves the right to change the Price:
 - (a) If a variation to the Goods which are to be supplied is requested by the Client; or
 - (b) If a variation to the Goods originally quoted (including any applicable plans or specifications) is requested; or
 - (c) Where additional Goods are required due to discovery of hidden or unidentifiable difficulties (including, but not limited to, poor weather conditions, limitations to site access, safety considerations, or prerequisite work by any third party not being completed etc) which are only discovered on supply of the Goods; or
 - (d) In the event of increases to North East Glass in the cost of labour or materials which are beyond the control of North East Glass.
- 4.3 At North East Glass sole discretion a non-refundable deposit may be required.
- 4.4 Time for payment for the Goods being of the essence, the Price will be payable by the Client on the date/s determined by North East Glass, which may be:
 - (a) on delivery of the Goods;
 - (b) by way of instalments/progress payments in accordance with North East Glass payment schedule;
 - (c) the date specified on any invoice or other form as being the date for payment; or
 - (d) failing any notice to the contrary, the date which is seven (7) days following the date of any invoice given to the Client by North East Glass.
- 4.5 Payment may be made by cash, cheque, bank cheque, electronic/on-line banking, credit card (plus a surcharge of up to 3% of the Price), or by any other method as agreed to between the Client and North East Glass.
- 4.6 Unless otherwise stated the Price does not include GST. In addition to the Price the Client must pay to North East Glass an amount equal to any GST North East Glass must pay for any supply by North East Glass under this or any other agreement for the sale of the Goods. 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.

5. Delivery of Goods

- 5.1 Delivery (“Delivery”) of the Goods is taken to occur at the time that:
 - (a) the Client or the Client’s nominated carrier takes possession of the Goods at North East Glass address; or
 - (b) North East Glass (or North East Glass nominated carrier) delivers the Goods to the Client’s nominated address even if the Client is not present at the address.
- 5.2 At North East Glass sole discretion the cost of delivery is either included in the Price or is in addition to the Price.
- 5.3 The Client must take delivery by receipt or collection of the Goods whenever they are tendered for delivery. In the event that the Client is unable to take delivery of the Goods as arranged then North East Glass shall be entitled to charge a reasonable fee for redelivery and/or storage.
- 5.4 North East Glass may deliver the Goods in separate instalments. Each separate instalment shall be invoiced and paid in accordance with the provisions in these terms and conditions.

KAPLIN PTY LTD T/A NORTH EAST GLASS WANGARATTA – Terms & Conditions of Trade

5.5 Any time or date given by North East Glass to the Client is an estimate only. The Client must still accept delivery of the Goods even if late and North East Glass will not be liable for any loss or damage incurred by the Client as a result of the delivery being late.

6. Risk

6.1 Risk of damage to or loss of the Goods passes to the Client on Delivery and the Client must insure the Goods on or before Delivery.

6.2 If any of the Goods are damaged or destroyed following delivery but prior to ownership passing to the Client, North East Glass is entitled to receive all insurance proceeds payable for the Goods. The production of these terms and conditions by North East Glass is sufficient evidence of North East Glass rights to receive the insurance proceeds without the need for any person dealing with North East Glass to make further enquiries.

6.3 If the Client requests North East Glass to leave Goods outside North East Glass premises for collection or to deliver the Goods to an unattended location then such Goods shall be left at the Client's sole risk.

6.4 The Client acknowledges that variation of colour and shade may occur. While North East Glass will take every effort to match colour and shade, North East Glass shall not be liable for any loss, damages or costs howsoever arising resulting from any variation in colour or shading between batches of product or sale samples and the final product supplied.

6.5 North East Glass 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, North East Glass accepts no responsibility for any loss, damages, or costs however resulting from these inaccurate plans, specifications or other information.

6.6 In the event the Client gives information relating to measurements and quantities of Goods required in completing the Services, it is the Client's responsibility to verify the accuracy of the measurements and quantities, before the Client or North East Glass places an order based on these measurements and quantities. North East Glass accepts no responsibility for any loss, damages or costs however resulting from the Client's failure to comply with this clause.

6.7 To the extent permitted by law, no condition is made or to be implied, nor is any warranty given, or to be implied as to the life or wear of the Goods supplied or that they will be suitable for any particular purpose, or for use under specific conditions, notwithstanding that such purpose or conditions may be known or made known to North East Glass. Whilst North East Glass supplies products in accordance with specific manufacturing standards, it is the Client's responsibility to ensure that the Goods comply with the requirements of the applicable Australian Glazing Standards and codes in terms of particular glazing applications.

7. Access

7.1 The Client shall ensure that North East Glass has clear and free access to the work site at all times to enable them to undertake the works. North East Glass shall not be liable for any loss or damage to the site (including, without limitation, damage to pathways, driveways and concreted or paved or grassed areas) unless due to the negligence of North East Glass.

8. Title

8.1 North East Glass and the Client agree that ownership of the Goods shall not pass until:

- (a) the Client has paid North East Glass all amounts owing to North East Glass; and
- (b) the Client has met all of its other obligations to North East Glass.

8.2 Receipt by North East Glass 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.

8.3 It is further agreed that:

- (a) until ownership of the Goods passes to the Client in accordance with clause 8.1 that the Client is only a bailee of the Goods and must return the Goods to North East Glass on request.
- (b) the Client holds the benefit of the Client's insurance of the Goods on trust for North East Glass and must pay to North East Glass the proceeds of any insurance in the event of the Goods being lost, damaged or destroyed.
- (c) the Client must not sell, dispose, or otherwise part with possession of the Goods other than in the ordinary course of business and for market value. If the Client sells, disposes or parts with possession of the Goods then the Client must hold the proceeds of any such act on trust for North East Glass and must pay or deliver the proceeds to North East Glass on demand.
- (d) the Client should not convert or process the Goods 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 North East Glass and must sell, dispose of or return the resulting product to North East Glass as it so directs.
- (e) the Client irrevocably authorises North East Glass to enter any premises where North East Glass believes the Goods are kept and recover possession of the Goods.
- (f) North East Glass may recover possession of any Goods in transit whether or not delivery has occurred.
- (g) the Client shall not charge or grant an encumbrance over the Goods nor grant nor otherwise give away any interest in the Goods while they remain the property of North East Glass.
- (h) North East Glass may commence proceedings to recover the Price of the Goods sold notwithstanding that ownership of the Goods has not passed to the Client.

9. Personal Property Securities Act 2009 ("PPSA")

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- 9.1 In this clause financing statement, financing change statement, security agreement, and security interest has the meaning given to it by the PPSA.
- 9.2 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 Goods that have previously been supplied and that will be supplied in the future by North East Glass to the Client.
- 9.3 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 North East Glass 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 9.3(a)(i) or 9.3(a)(ii);
 - (b) indemnify, and upon demand reimburse, North East Glass 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 Goods charged thereby;
 - (c) not register a financing change statement in respect of a security interest without the prior written consent of North East Glass;
 - (d) not register, or permit to be registered, a financing statement or a financing change statement in relation to the Goods in favour of a third party without the prior written consent of North East Glass;
 - (e) immediately advise North East Glass of any material change in its business practices of selling the Goods which would result in a change in the nature of proceeds derived from such sales.
- 9.4 North East Glass 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.
- 9.5 The Client waives their rights to receive notices under sections 95, 118, 121(4), 130, 132(3)(d) and 132(4) of the PPSA.
- 9.6 The Client waives their rights as a grantor and/or a debtor under sections 142 and 143 of the PPSA.
- 9.7 Unless otherwise agreed to in writing by North East Glass, the Client waives their right to receive a verification statement in accordance with section 157 of the PPSA.
- 9.8 The Client must unconditionally ratify any actions taken by North East Glass under clauses 9.3 to 9.5.
- 9.9 Subject to any express provisions to the contrary nothing in these terms and conditions is intended to have the effect of contracting out of any of the provisions of the PPSA.

10. Security and Charge

- 10.1 In consideration of North East Glass agreeing to supply the Goods, 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).
- 10.2 The Client indemnifies North East Glass from and against all North East Glass costs and disbursements including legal costs on a solicitor and own client basis incurred in exercising North East Glass rights under this clause.
- 10.3 The Client irrevocably appoints North East Glass and each director of North East Glass as the Client's true and lawful attorney/s to perform all necessary acts to give effect to the provisions of this clause 10 including, but not limited to, signing any document on the Client's behalf.

11. Defects, Warranties and Returns, Competition and Consumer Act 2010 (CCA)

- 11.1 The Client must inspect the Goods on delivery and must within seven (7) days of delivery notify North East Glass 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 Goods as soon as reasonably possible after any such defect becomes evident. Upon such notification the Client must allow North East Glass to inspect the Goods.
- 11.2 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).
- 11.3 North East Glass acknowledges that nothing in these terms and conditions purports to modify or exclude the Non-Excluded Guarantees.
- 11.4 Except as expressly set out in these terms and conditions or in respect of the Non-Excluded Guarantees, North East Glass makes no warranties or other representations under these terms and conditions including but not limited to the quality or suitability of the Goods. North East Glass liability in respect of these warranties is limited to the fullest extent permitted by law.
- 11.5 If the Client is a consumer within the meaning of the CCA, North East Glass liability is limited to the extent permitted by section 64A of Schedule 2.
- 11.6 If North East Glass is required to replace the Goods under this clause or the CCA, but is unable to do so, North East Glass may refund any money the Client has paid for the Goods.
- 11.7 If the Client is not a consumer within the meaning of the CCA, North East Glass liability for any defect or damage in the Goods is:
- (a) limited to the value of any express warranty or warranty card provided to the Client by North East Glass at North East Glass sole discretion;
 - (b) limited to any warranty to which North East Glass is entitled, if North East Glass did not manufacture the Goods;

- (c) otherwise negated absolutely.
- 11.8 Subject to this clause 11, returns will only be accepted provided that:
- (a) the Client has complied with the provisions of clause 11.1; and
 - (b) North East Glass has agreed that the Goods are defective; and
 - (c) the Goods are returned within a reasonable time at the Client's cost (if that cost is not significant); and
 - (d) the Goods are returned in as close a condition to that in which they were delivered as is possible.
- 11.9 Notwithstanding clauses 11.1 to 11.8 but subject to the CCA, North East Glass 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 Goods;
 - (b) the Client using the Goods for any purpose other than that for which they were designed;
 - (c) the Client continuing the use of any Goods after any defect became apparent or should have become apparent to a reasonably prudent operator or user;
 - (d) the Client failing to follow any instructions or guidelines provided by North East Glass;
 - (e) fair wear and tear, any accident, or act of God.
- 11.10 In the case of second hand Goods, unless the Client is a consumer under the CCA, the Client acknowledges that it has had full opportunity to inspect the second hand Goods prior to delivery and accepts them with all faults and that to the extent permitted by law no warranty is given by North East Glass as to the quality or suitability for any purpose and any implied warranty, statutory or otherwise, is expressly excluded. The Client acknowledges and agrees that North East Glass has agreed to provide the Client with the second hand Goods and calculated the Price of the second hand Goods in reliance of this clause 11.10.
- 11.11 Notwithstanding anything contained in this clause if North East Glass is required by a law to accept a return then North East Glass will only accept a return on the conditions imposed by that law.
- 11.12 Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:
- 11.13 to cancel your service contract with us; and
- 11.14 to a refund for the unused portion, or to compensation for its reduced value.
- 11.15 You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

12. Intellectual Property

- 12.1 Where North East Glass has designed, drawn or developed Goods for the Client, then the copyright in any designs and drawings and documents shall remain the property of North East Glass.
- 12.2 The Client warrants that all designs, specifications or instructions given to North East Glass will not cause North East Glass to infringe any patent, registered design or trademark in the execution of the Client's order and the Client agrees to indemnify North East Glass against any action taken by a third party against North East Glass in respect of any such infringement.
- 12.3 The Client agrees that North East Glass may (at no cost) use for the purposes of marketing or entry into any competition, any documents, designs, drawings or Goods which North East Glass has created for the Client.

13. Default and Consequences of Default

- 13.1 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 North East Glass sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.
- 13.2 If the Client owes North East Glass any money the Client shall indemnify North East Glass from and against all costs and disbursements incurred by North East Glass in recovering the debt (including but not limited to internal administration fees, legal costs on a solicitor and own client basis, North East Glass contract default fee, and bank dishonour fees).
- 13.3 Without prejudice to any other remedies North East Glass may have, if at any time the Client is in breach of any obligation (including those relating to payment) under these terms and conditions North East Glass may suspend or terminate the supply of Goods to the Client. North East Glass will not be liable to the Client for any loss or damage the Client suffers because North East Glass has exercised its rights under this clause.
- 13.4 Without prejudice to North East Glass other remedies at law North East Glass shall be entitled to cancel all or any part of any order of the Client which remains unfulfilled and all amounts owing to North East Glass shall, whether or not due for payment, become immediately payable if:
- (a) any money payable to North East Glass becomes overdue, or in North East Glass opinion the Client will be unable to make a payment when it falls due;
 - (b) the Client 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
 - (c) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Client or any asset of the Client.

14. Cancellation

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- 14.1 North East Glass may cancel any contract to which these terms and conditions apply or cancel delivery of Goods at any time before the Goods are delivered by giving written notice to the Client. On giving such notice North East Glass shall repay to the Client any money paid by the Client for the Goods. North East Glass shall not be liable for any loss or damage whatsoever arising from such cancellation.
- 14.2 In the event that the Client cancels delivery of Goods the Client shall be liable for any and all loss incurred (whether direct or indirect) by North East Glass as a direct result of the cancellation (including, but not limited to, any loss of profits).
- 14.3 Cancellation of orders for Goods made to the Client's specifications, or for non-stocklist items, will definitely not be accepted once production has commenced, or an order has been placed.

15. Privacy Act 1988

- 15.1 The Client agrees for North East Glass to obtain from a credit reporting agency a credit report containing personal credit information about the Client in relation to credit provided by North East Glass.
- 15.2 The Client agrees that North East Glass may exchange information about the Client with those credit providers either named as trade referees by the Client or named in a consumer credit report issued by a credit reporting agency 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.The Client understands that the information exchanged can include anything about the Client's creditworthiness, credit standing, credit history or credit capacity that credit providers are allowed to exchange under the Privacy Act 1988.
- 15.3 The Client consents to North East Glass being given a consumer credit report to collect overdue payment on commercial credit (Section 18K(1)(h) Privacy Act 1988).
- 15.4 The Client agrees that personal credit information provided may be used and retained by North East Glass for the following purposes (and for other purposes as shall be agreed between the Client and North East Glass or required by law from time to time):
 - (a) the provision of Goods; and/or
 - (b) the marketing of Goods by North East Glass, its agents or distributors; and/or
 - (c) analysing, verifying and/or checking the Client's credit, payment and/or status in relation to the provision of Goods; and/or
 - (d) processing of any payment instructions, direct debit facilities and/or credit facilities requested by the Client; and/or
 - (e) enabling the daily operation of Client's account and/or the collection of amounts outstanding in the Client's account in relation to the Goods.
- 15.5 North East Glass may give information about the Client to a credit reporting agency for the following purposes:
 - (a) to obtain a consumer credit report about the Client;
 - (b) allow the credit reporting agency to create or maintain a credit information file containing information about the Client.
- 15.6 The information given to the credit reporting agency may include:
 - (a) personal particulars (the Client's name, sex, address, previous addresses, date of birth, name of employer and driver's licence number);
 - (b) details concerning the Client's application for credit or commercial credit and the amount requested;
 - (c) advice that North East Glass is a current credit provider to the Client;
 - (d) advice of any overdue accounts, loan repayments, and/or any outstanding monies owing which are overdue by more than sixty (60) days, and for which debt collection action has been started;
 - (e) that the Client's overdue accounts, loan repayments and/or any outstanding monies are no longer overdue in respect of any default that has been listed;
 - (f) information that, in the opinion of North East Glass, the Client has committed a serious credit infringement (that is, fraudulently or shown an intention not to comply with the Client's credit obligations);
 - (g) advice that cheques drawn by the Client for one hundred dollars (\$100) or more, have been dishonoured more than once;
 - (h) that credit provided to the Client by North East Glass has been paid or otherwise discharged.

16. Unpaid Seller's Rights

- 16.1 Where the Client has left any item with North East Glass for repair, modification, exchange or for North East Glass to perform any other service in relation to the item and North East Glass has not received or been tendered the whole of any moneys owing to it by the Client, North East Glass shall have, until all moneys owing to North East Glass are paid:
 - (a) a lien on the item; and
 - (b) the right to retain or sell the item, such sale to be undertaken in accordance with any legislation applicable to the sale or disposal of uncollected goods.
- 16.2 The lien of North East Glass shall continue despite the commencement of proceedings, or judgment for any moneys owing to North East Glass having been obtained against the Client.

17. Building and Construction Industry Security of Payment Act 2002

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- 17.1 At the Seller's sole discretion, if there are any disputes or claims for unpaid Goods and/or Services then the provisions of the Building and Construction Industry Security of Payment Act 2002 may apply.
- 17.2 Nothing in this agreement is intended to have the affect of contracting out of any applicable provisions of the Building and Construction Industry Security of Payment Act 2002 of Victoria, except to the extent permitted by the Act where applicable.

18. Compliance with Laws

- 18.1 North East Glass and the Client shall comply with the provisions of all statutes, regulations and bylaws of government, local and other public authorities that may be applicable to the Goods.
- 18.2 The Client shall obtain (at the expense of the Client) all licenses and approvals that may be required for the Goods.
- 18.3 The Client agrees that the site will comply with any work health and safety laws relating to building/construction sites and any other relevant safety standards or legislation.

19. General

- 19.1 The failure by North East Glass to enforce any provision of these terms and conditions shall not be treated as a waiver of that provision, nor shall it affect North East Glass 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.
- 19.2 These terms and conditions and any contract to which they apply shall be governed by the laws of the state of Victoria in which North East Glass has its principal place of business, and are subject to the jurisdiction of the courts of Wodonga in that state.
- 19.3 Subject to clause 11 North East Glass 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 North East Glass of these terms and conditions (alternatively North East Glass liability shall be limited to damages which under no circumstances shall exceed the Price of the Goods).
- 19.4 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 North East Glass nor to withhold payment of any invoice because part of that invoice is in dispute.
- 19.5 North East Glass may license or sub-contract all or any part of its rights and obligations without the Client's consent.
- 19.6 The Client agrees that North East Glass may amend these terms and conditions at any time. If North East Glass makes a change to these terms and conditions, then that change will take effect from the date on which North East Glass notifies the Client of such change. The Client will be taken to have accepted such changes if the Client makes a further request for North East Glass to provide Goods to the Client.
- 19.7 Neither party shall be liable for any default due to any act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, storm or other event beyond the reasonable control of either party.
- 19.8 The Client warrants that it has the power to enter into this agreement and has obtained all necessary authorisations to allow it to do so, it is not insolvent and that this agreement creates binding and valid legal obligations on it.