

Charlie's Electrical Services Pty Limited – Terms & Conditions of Trade

1.	Definitions		
1.1	"CES" means Charlie's Electrical Services Pty Limited, its successors or assigns or any person acting on behalf of and with the authority of Charlie's Electrical Services Pty Limited.		
1.2	"Client" means the persons, entities or any person acting on behalf of and with the authority of the Client requesting CES to provide the Works as specified in any proposal, quotation, order, invoice 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.		
1.3	"Confidential Information" 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.		
1.4	"Contract" 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.		
1.5	"Cookies" 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 ordering from the 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.		
1.6	"GST" means Goods and Services Tax as defined within the "A New Tax System (Goods and Services Tax) Act 1999" (Cth).		
1.7	"Intended Use" means an associated building product and the use thereof, for which the product is intended to be, or is reasonably likely to be, associated with the Works.		
1.8	"Non-Conforming Building Product" means associated building products that are regarded as Non-Conforming for an Intended Use if, when associated with the Works: (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.		
1.9	"Price" means the Price payable (plus any GST where applicable) for the Works as agreed between CES and the Client in accordance with clause 7 below.		
1.10	"Works" means all Works (including consultation, manufacturing and/or installation services) or Materials supplied by CES to the Client at the Client's request from time to time (where the context so permits the terms 'Work' or 'Materials' shall be interchangeable for the other).		
1.11	"Worksite" means the address nominated by the Client to which the Materials are to be supplied by CES.		
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 any Works.		
2.2	In the event of any inconsistency between the terms and conditions of this Contract and any other prior document or schedule that the parties have entered into, the terms of this Contract shall prevail.		
2.3	Any amendment to the terms and conditions contained in this Contract may only be amended in writing by the consent of both parties and experience and shall be accepted without liability on the part of CES. Where such advice or recommendations are not acted upon then CES shall require the Client or their agent to authorise commencement of the Works in writing. CES shall not be liable in any way whatsoever for any damages or losses that occur after any subsequent commencement of the Works.		
2.4	Where the Client is a tenant (and therefore not the owner of the land and premises where Works are to be carried out) then the Client warrants that they have obtained the full consent of the owner for CES to carry out the Works on the owner's land and premises. The Client acknowledges and agrees that they shall be personally liable for full payment of the Price for the Works provided under this Contract and to indemnify CES against any claim made by the owner of the premises (howsoever arising) in relation to the provision of the Works by CES, except where such claim has arisen because of the negligence of CES when undertaking the Works. Furthermore, the Client agrees that they shall, upon request from CES, provide evidence that: (a) they are the owner of the land and premises upon which the Works are to be undertaken; or (b) where they are a tenant, that they have the consent of the owner for the Works to be carried out on the land and premises.		
2.5	This Contract (and Price) is based on CES performing the Works at ordinary time rates for pay for labour and on a thirty-eight (38) hour working week. CES' standard working hours are between 7:00am to 3:30pm, Monday to Friday (excluding weekends and public holidays), except if otherwise agreed in writing by both parties. Should the Client require CES to perform the Works outside the standard working hours, which would obligate CES to pay labour at rates in excess of ordinary time rates, then the cost of such statutory charges shall be treated as a variation under clause 7.2, and added to the Price.		
2.6	If CES 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.		
2.7	Electronic signatures shall be deemed to be accepted by either party providing that the parties have complied with Section 9 of the Electronic Transactions Act 2000 or any other applicable provisions of that Act or any Regulations referred to in that Act.		
2.8	Authorised Representatives		
3.1	The Client acknowledges that CES shall (for the duration of the Works) liaise directly with one (1) authorised representative, and that once introduced as such to CES, 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 CES for all additional costs incurred by CES (including CES' profit margin) in providing any Works or variations requested thereto by the Client's duly authorised representative.		
4.	Errors and Omissions		
4.1	The Client acknowledges and accepts that CES 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 CES in the formation and/or administration of this Contract; and/or (b) contained in/omitted from any literature (hard copy and/or electronic) supplied by CES in respect of the Works.		
4.2	In the event such an error and/or omission occurs in accordance with clause 4.1, and is not attributable to the negligence and/or willful misconduct of CES, the Client shall not be entitled to treat this Contract as repudiated nor render it invalid.		
5.	Change in Control		
5.1	The Client shall give CES 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, change of trustees, or business practice). The Client shall be liable for any loss incurred by CES as a result of the Client's failure to comply with this clause.		
6.	Additional Costs		
6.1	Unless specified otherwise, in writing, no allowance has been made for the following, and such costs to CES shall be added to the Price: (a) charges in connection with the Works which are levied by Distribution Network Supply Providers (DNSP), or other statutory authorities; and (b) the cost of trench excavation and equipment hire. Where this is included in the Price, it shall mean the Works being performed in soil or clay, and the Worksite to be free of rock. Should it be necessary for CES to excavate in other material (including, but not limited to, rock and shale) then reasonable extra cost will be added to the Price.		
7.	Price and Payment		
7.1	At CES' sole discretion the Price shall be either: (a) as indicated on invoices provided by CES 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 CES' current price list; or (c) CES' quoted Price (subject to clause 7.2) which shall be binding upon CES provided that the Client shall accept CES' quotation in writing within thirty (30) days.		
7.2	CES 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, limitations to the Worksite access and/or crawl spaces, pre-erected work by a third party not being completed, inaccurate measurements, plans or specifications supplied by the Client, additional excavations required, hard rock or other barriers below the surface, iron reinforcing rods in concrete, or hidden pipes and wiring, etc.) which are only discovered upon commencement of the Works; or (d) as a result of an increase in CES' costs due to changes in statutory, government, or local body charges, taxes, levies, etc. with respect to the Works, increases to CES in the cost of Materials, labour overheads by virtue of acceleration of the agreed work schedule or otherwise or due to relevant industry awards (e.g. Worksite allowance and severance pay), which are outside the control of CES.		
7.3	Variances will be charged for on the basis of CES' quotation, and will be detailed in writing, and shown as variations on CES' invoice. The Client shall be required to respond to any variation submitted by CES within ten (10) days. Failure to do so will entitle CES to add the cost of the variation to the Price. Payment for all variations must be made in full at the time of their completion.		
7.4	At CES' sole discretion a non-refundable deposit may be required.		
7.5	Time for payment of the Works being of the essence, the Price will be payable by the Client on the dates determined by CES, which may be: (a) on completion of the Works; or (b) by way of progress payments in accordance with CES' specified progress payment schedule. Such progress payment claims may include the reasonable value of authorised variations and the value of any Materials delivered to the Worksite but not yet installed; or (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 by the Client by CES.		
7.6	Payment may be made by electronic/on-line banking, or by any other method as agreed to between the Client and CES.		
7.7	CES may in its discretion allocate any payment received from the Client towards any invoice that CES determines and may do so at the time of receipt or at any time afterwards. On any default by the Client CES may re-allocate any payments previously received and allocated. In the absence of any payment allocation by CES, payment will be deemed to be allocated in such manner as preserves the maximum value of CES' 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 CES 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 to CES an amount equal to any GST CES must pay for any supply by CES 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.		
8.	Provision of the Works		
8.1	Subject to clause 8.2 it is CES' responsibility to ensure that the Works start as soon as it is reasonably possible.		
8.2	The Works' commencement date will be put back and/or the completion date extended by whatever time is reasonable in the event that CES claims an extension of time (by giving the Client written notice) where completion is delayed by an event beyond CES' 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 CES that the Worksite is ready.		
8.3	At CES' sole discretion, the cost of delivery is included in the Price.		
8.4	CES 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.		
8.5	Any time specified by CES for delivery of the Works is an estimate only and CES 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 CES is unable to supply the Works as agreed solely due to any action or inaction of the Client, then CES shall be entitled to charge a reasonable fee for re-supplying the Works at a later time and date, and/or for storage of the Materials.		
9.	Risk		
9.1	If CES retains ownership of the Materials under clause 14 then: (a) where CES 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 either: (i) the Client or the Client's nominated carrier takes possession of the Materials at CES' address; or (ii) the Materials are delivered by CES or CES' nominated carrier to the Client's nominated delivery address (even if the Client is not present at the address). (b) where CES is to both supply and install Materials then CES 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.		
9.2	Notwithstanding the provisions of clause 9.1 if the Client specifically requests CES to leave Materials outside CES' 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. All descriptive specifications and drawings are to be supplied by the Client and issued to CES on AUTOCAD. CES shall not be liable for any errors in drawings and specifications issued by, or on behalf of, the Client.		
9.3	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 cable) are of suitable capacity to handle the Materials once installed. If, for any reason (including but not limited to, the structure not being watertight, the discovery of asbestos, defective or unsafe wiring, or dangerous access etc.) CES reasonably forms the opinion that the Client's property is not safe for the installation of Materials to proceed then CES shall be entitled to delay installation of the Materials (in accordance with clause 8.2) until CES is satisfied that it is safe for the installation to proceed. CES may in agreement with the Client bring the property up to a standard suitable for installation to proceed but all such Works undertaken and any additional Materials supplied shall be treated as a variation and be charged for in addition to the Price.		
9.4	Unless otherwise agreed, the Client shall make good all finished surfaces (including, but not limited to, ceiling tiles and panels, face brickwork and rendered masonry surfaces) which CES may reasonably have to break into or disturb in performance of the Works. CES shall not be liable for any loss or damage caused in accessing the work area beyond reasonable control of CES unless due to the negligence of CES.		
9.5	In the event that the electrical wiring is required to be re-positioned at the request of a third party contracted by the Client then the Client agrees to notify CES immediately upon any proposed changes. The Client agrees to indemnify CES against any additional costs incurred with such a relocation of electrical wiring. All such variations shall be invoiced in accordance with clause 7.2.		
9.6	The Client acknowledges and accepts that: (a) where CES has performed temporary repairs that: (i) CES offers no guarantee against the recurrence of the initial fault, or any further damage caused; and		
9.7	(ii) CES will immediately advise the Client of the fault and shall provide the Client with an estimate for the full repair required.		
10.	Worksite Access		
10.1	The Client shall ensure that CES has clear and free access to the Worksite at all times to enable the Client to undertake the Works. CES shall not be liable for any loss or damage to the Worksite (including, without limitation, damage to pathways, driveways and concreted or paved or grassed areas), unless due to the negligence of CES.		
10.2	It is the Client's responsibility to provide CES, while at the Worksite, with adequate access to available water, electricity, toilet and washing facilities as required. Where CES requires that Materials, tools etc. required for the Works be stored at the Worksite, the Client shall supply CES a safe area for storage and shall take all reasonable efforts to protect all items from destruction, theft or damage. In the event that any of the stored items are destroyed, stolen or damaged, then the cost of repair or replacement shall be the Client's responsibility.		
10.3	Worksite Inductions		
10.4	(a) in the event the Client requires an employee or sub-contractor of CES to undertake a Worksite induction during working hours, the Client will be liable to pay the hourly charges for that period. If any induction needs to be undertaken prior to the commencement date then the Client shall be liable to pay CES' standard (and/or overtime, if applicable) hourly labour rate; or where CES is in control of the Worksite, the Client and/or the Client's third party contractors must initially carry out CES' Health & Safety induction course before access to the Worksite will be granted. Inspection of the Worksite during the course of the Works will be by appointment only and unless otherwise agreed, in such an event the Client and/or third party acting on behalf of the Client must at all times be accompanied by CES.		
11.	Underground Locations		
11.1	Prior to CES commencing the Works the Client must advise CES of the precise location of all underground services on the Worksite and clearly mark the same. The underground services 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 plants, and any other services that may be on the Worksite.		
11.2	Whilst CES will take all care to avoid damage to any underground services the Client agrees to indemnify CES 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 11.1.		
12.	Termite Protection		
12.1	In the event of discovery of termites at the time of quoting or where the Works may be subject to an area that has the potential to be susceptible to termites, then CES is obligated to inform the Client prior to commencement of any of the prescribed Works the requirements to comply with the Building Code of Australia ("BCA") requirements of Part 3.1.3 of Volume Two which covers the BCA Deemed-to-Satisfy Provisions for termite risk management for Class 1 and 10 buildings (together with any cost implications). The intent of these requirements under the BCA is to provide a termite management system that deters termites from gaining entry to a building via a concealed route.		
12.2	The BCA requirements apply where: (a) the building is constructed in area where subterranean termites are known to present a potential risk of attack, and (b) a primary element of the building is subject to termite attack i.e. the building element does not consist of, or a combination of, any of the following material: (i) Steel, aluminium and other metals; (ii) Concrete; (iii) Masonry; (iv) Fibre-reinforced cement; (v) Timber – naturally termite resistant (in accordance with AS 3660.1); (vi) Timber – preservative treated.		
12.3	Regular maintenance and monitoring is very important to ensure the effectiveness of a termite management system. CES recommends regular inspections, at least every twelve (12) months and to have a licensed pest controller inspect and report on the Worksite. CES does not accept any form of liability in the event that the Client chooses not to follow CES' recommendations outlined under this clause 12, once the Works have been completed.		
13.	Compliance with Laws		
13.1	The Client and CES 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 (WHS) laws relating to building, construction sites and any other relevant safety standards (including but not limited to, AS/NZS 3000 and any future amendments) or legislation.		
13.2	The Client shall obtain (at the expense of the Client) all licenses and approvals that may be required for the Works.		
13.3	Both parties acknowledge and agree: (a) to comply with the National Construction Code of Australia (NCC) and the Building Products (Safety) Act 2017, 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.		
13.4	Where the Client has supplied products for CES to complete the Works, the Client acknowledges that it accepts responsibility for the suitability of purpose and use for their products and the Intended Use and any faults inherent in those products. However, if in CES' opinion, it is believed that the materials supplied are Non-Conforming products as per state regulations, then CES shall be entitled, without prejudice, to halt the Works until the appropriate conforming materials are sourced and all costs associated with such a change to the plans will be invoiced in accordance with clause 7.2.		
13.5	All work will be tested to ensure that it is electrically safe and is in accordance with the wiring rules and other standards applying to the electrical installation under the Electrical Safety Regulations. All of the cabling work will comply with all relevant Australian and New Zealand Wiring standards.		
13.6	If during the course of installation when the Works are being conducted within and around switchboards that if the same is found defective or deemed to be unsafe by CES, then CES shall notify the Client immediately. The power if isolated will not be re-energised until such time as the existing condition has been rectified and made safe in accordance to the Electrical Safety Regulations. The Client accepts and agrees that any costs associated with the rectification Works including any Materials and labour shall be to the Client's account.		
13.7	Any live Works or Works undertaken near live conductors where it is safe to do so shall be dealt with in accordance with Australian and New Zealand Wiring standards being "Safe Working on Low Voltage Electrical Installations, relevant Commonwealth and Statutory Acts and Work Place Regulations". CES' live Works procedures are designed to eliminate risk of injury to CES' employees, damage to the Client's installations and unexpected power disconnections. It may in some cases require disconnection and isolation of the installation to undertake such Works for which additional charges may be applicable. This shall be invoiced in accordance with clause 7.2.		

Please note that a larger print version of these terms and conditions is available from CES on request.

Charlie's Electrical Services Pty Limited – Terms & Conditions of Trade

<p>14.1 CES and the Client agree that ownership of the Materials shall not pass until:</p> <p>(a) the Client has paid CES all amounts owing to CES; and</p> <p>(b) the Client has met all of its other obligations to CES.</p> <p>14.2 Receipt by CES 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.</p> <p>14.3 It is further agreed that until ownership of the Materials passes to the Client in accordance with clause 14.1:</p> <p>(a) the Client is only a bailee of the Materials and unless the Materials have become fixtures must return the Materials to CES on request;</p> <p>(b) the Client for the benefit of the Client's insurance of the Materials on trust for CES and must pay to CES the proceeds of any insurance in the event of the Materials being lost, damaged or destroyed;</p> <p>(c) the production of these terms and conditions by CES shall be sufficient evidence of CES' rights to receive the insurance proceeds direct from the insurer without the need for any person dealing with CES to make further enquiries;</p> <p>(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 CES and must pay or deliver the proceeds to CES on demand;</p> <p>(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 CES and must sell, dispose of or return the resulting product to CES as it so directs;</p> <p>(f) unless the Materials have become fixtures the Client irrevocably authorises CES to enter any premises where CES believes the Materials are kept and recover possession of the Materials;</p> <p>(g) CES may recover possession of any Materials in transit whether or not delivery has occurred;</p> <p>(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 CES;</p> <p>(i) CES may commence proceedings to recover the Price of the Materials sold notwithstanding that ownership of the Materials has not passed to the Client.</p> <p>15. Personal Property Securities Act 2009 ("PPSA")</p> <p>15.1 In this clause financing statement, financing change statement, security agreement, and security interest has the meaning given to it by the PPSA.</p> <p>15.2 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 CES for Works – that have previously been supplied and that will be supplied in the future by CES to the Client.</p> <p>15.3 The Client undertakes to:</p> <p>(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 CES may reasonably require to:</p> <p>(i) register a financing statement or financing change statement in relation to a security interest on the Personal Property Securities Register;</p> <p>(ii) register any other document required to be registered by the PPSA;</p> <p>(iii) correct a defect in a statement referred to in clause 15.3(a)(i) or 15.3(a)(ii);</p> <p>(b) indemnify, and upon demand reimburse, CES 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;</p> <p>(c) not register a financing change statement in respect of a security interest without the prior written consent of CES;</p> <p>(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 CES;</p> <p>(e) immediately advise CES 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.</p> <p>15.4 CES 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.</p> <p>15.5 The Client hereby waives its rights to receive notices under sections 95, 118, 121(4), 130, 132(3)(d) and 132(4) of the PPSA.</p> <p>15.6 The Client waives its rights as a grantor and/or a debtor under sections 142 and 143 of the PPSA.</p> <p>15.7 Unless otherwise agreed to in writing by CES, the Client waives its right to receive a verification statement in accordance with section 157 of the PPSA.</p> <p>15.8 The Client shall unconditionally ratify any actions taken by CES under clauses 15.3 to 15.5.</p> <p>15.9 Subject to any express provisions to the contrary (including those contained in this clause 15), nothing in these terms and conditions is intended to have the effect of contracting out of any of the provisions of the PPSA.</p> <p>16. Security and Charge</p> <p>16.1 In consideration of CES 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).</p> <p>16.2 The Client indemnifies CES from and against all CES' costs and disbursements including legal costs on a solicitor and own client basis incurred in exercising CES' rights under this clause.</p> <p>16.3 The Client irrevocably appoints CES and each director of CES as the Client's true and lawful attorneys to perform all necessary acts to give effect to the provisions of this clause 16 including, but not limited to, signing any document on the Client's behalf.</p> <p>17. Defects, Warranties and Returns, Competition and Consumer Act 2010 (CCA)</p> <p>17.1 The Client must inspect all Materials on delivery (or the Works on completion) and must within seven (7) days of delivery notify CES 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 CES to inspect the Materials or to review the Works provided.</p> <p>17.2 Under applicable State, Territory and Commonwealth Law (including, without limitation the CCA) the 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).</p> <p>17.3 CES acknowledges that nothing in these terms and conditions purports to modify or exclude the Non-Excluded Guarantees.</p> <p>17.4 Except as expressly set out in these terms and conditions or in respect of the Non-Excluded Guarantees, CES makes no warranties or other representations under these terms and conditions including but not limited to the quality or suitability of the Materials/Works. CES' liability in respect of these warranties is limited to the fullest extent permitted by law.</p> <p>17.5 If the Client is a consumer within the meaning of the CCA, CES' liability is limited to the extent permitted by section 64A of Schedule 2.</p> <p>17.6 If CES is required to replace any Materials under this clause or the CCA, but is unable to do so, CES may refund any money the Client has paid for the Materials.</p> <p>17.7 If CES 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 CES 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 defective.</p> <p>17.8 If the Client is not a consumer within the meaning of the CCA, CES' liability for any defect or damage in the Materials is:</p> <p>(a) limited to the value of any express warranty or warranty card provided to the Client by CES at CES' sole discretion;</p> <p>(b) limited to any warranty to which CES is entitled, if CES did not manufacture the Materials;</p> <p>(c) otherwise negated absolutely.</p> <p>17.9 Subject to this clause 17, returns only may be accepted provided that:</p> <p>(a) the Client has complied with the provisions of clause 17.1; and</p> <p>(b) CES has agreed that the Materials are defective; and</p> <p>(c) the Materials are returned within a reasonable time at the Client's cost (if that cost is not significant); and</p> <p>(d) the Materials are returned in as close a condition to that in which they were delivered as is possible.</p> <p>17.10 Notwithstanding clauses 17.1 to 17.9 but subject to the CCA, CES shall not be liable for any defect or damage which may be caused or partly caused by or arise as a result of:</p> <p>(a) the Client failing to properly maintain or store any Materials;</p>	<p>(b) the Client using the Materials for any purpose other than that for which they were designed;</p> <p>(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;</p> <p>(d) interference with the Works by the Client or any third party without CES' prior approval;</p> <p>(e) the Client failing to follow any instructions or guidelines provided by CES;</p> <p>(f) fair wear and tear, any accident, or act of God.</p> <p>17.11 Notwithstanding anything contained in this clause if CES is required by a law to accept a return then CES will only accept a return on the conditions imposed by that law.</p> <p>17.12 Subject to clause 17.1, customised, or non-stocklist items or Materials made or ordered to the Client's specifications are not acceptable for credit or return.</p> <p>18. Intellectual Property</p> <p>18.1 Where CES 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 CES, and shall only be used by the Client at CES' discretion. Under no circumstances may such designs, drawings and documents be used without the express written approval of CES.</p> <p>18.2 The Client warrants that all designs, specifications or instructions given to CES will not cause CES to infringe any patent, registered design or trademark in the execution of the Client's order and the Client agrees to indemnify CES against any action taken by a third party against CES in respect of any such infringement.</p> <p>18.3 The Client agrees that CES may (at no cost) use for the purposes of marketing or entry into any competition, any documents, designs, drawings, plans or products which CES has created for the Client.</p> <p>19. Default and Consequences of Default</p> <p>19.1 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 CES' sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.</p> <p>19.2 If the Client owes CES any money, the Client shall indemnify CES from and against all costs and disbursements incurred by CES regarding legal costs on a solicitor and own client basis, including administration fees, CES' contract fees owing for breach of these terms and conditions, including but not limited to, contract default fees and/or recovery costs (if applicable), as well as bank dishonour fees.</p> <p>19.3 Further to any other rights or remedies CES may have under this Contract, if a Client has made payment to CES, 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 CES under this clause 19 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.</p> <p>19.4 Without prejudice to CES' other remedies at law CES shall be entitled to cancel all or any part of any order of the Client which remains unfulfilled and all amounts owing to CES shall, whether or not due for payment, become immediately payable if:</p> <p>(a) any money payable to CES becomes overdue, or in CES' opinion the Client will be unable to make a payment when it falls due;</p> <p>(b) the Client has exceeded any applicable credit limit provided by CES;</p> <p>(c) the Client's account is overdrawn or overpaid, or conversely 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</p> <p>(d) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Client or any asset of the Client.</p> <p>20. Cancellation</p> <p>20.1 Without prejudice to any other remedies CES may have, if at any time the Client is in breach of any obligation (including those relating to payment) under these terms and conditions, CES may suspend or terminate the supply of Works to the Client. CES will not be liable to the Client for any loss or damage the Client suffers because CES has exercised its rights under this clause.</p> <p>20.2 CES 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 CES shall repay to the Client any sums paid in respect of the Price, less any amounts owing by the Client to CES for Works already performed. CES shall not be liable for any loss or damage whatsoever arising from such cancellation.</p> <p>20.3 In the event that the Client consents the delivery of Works the Client shall be liable for all or any loss incurred (whether direct or indirect) by CES as a direct result of the cancellation (including, but not limited to, any loss of profits).</p> <p>20.4 Cancellation of orders for products 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.</p> <p>21. Privacy Policy</p> <p>21.1 All emails, documents, images or other recorded information held or used by CES is Personal Information as defined and referred to in clause 21.3, and therefore considered Confidential Information. CES 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 IIIC 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"). CES acknowledges that in the event it becomes aware of any data breaches and/or disclosure of the Client's Personal Information, held by CES that may result in serious harm to the Client, CES 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.</p> <p>21.2 Notwithstanding clause 21.1, privacy limitations will extend to CES in respect of Cookies where the Client utilises CES' website to make enquiries. CES 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:</p> <p>(a) IP address, browser, email client type and other similar details;</p> <p>(b) tracking website usage and traffic; and</p> <p>(c) reports are available to CES when CES sends an email to the Client, so CES may collect and review that information ("collectively Personal Information").</p> <p>If the Client consents to CES' use of Cookies on CES' website and later wishes to withdraw that consent, the Client may manage and control CES' privacy controls via the Client's web browser, including removing Cookies by deleting them from the browser history when exiting the site.</p> <p>21.3 The Client agrees for CES 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 CES.</p> <p>21.4 The Client agrees that CES may exchange information about the Client with those credit providers and with related body corporates for the following purposes:</p> <p>(a) to assess an application by the Client; and/or</p> <p>(b) to notify other credit providers of a default by the Client; and/or</p> <p>(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</p> <p>(d) to assess the creditworthiness of the Client including the Client's repayment history in the preceding two (2) years).</p> <p>21.5 The Client consents to CES being given a consumer credit report to collect overdue payment on commercial credit.</p> <p>21.6 The Client agrees that personal credit information provided may be used and retained by CES for the following purposes (and for other agreed purposes or required by):</p> <p>(a) the provision of Works; and/or</p> <p>(b) analysing, verifying and/or checking the Client's credit, payment and/or status in relation to the provision of Works; and/or</p> <p>(c) processing of any payment instructions, direct debit facilities and/or credit facilities requested by the Client; and/or</p> <p>(d) enabling the collection of amounts outstanding in relation to the Works.</p> <p>CES may give information about the Client to a CRB for the following purposes:</p> <p>(a) to obtain a consumer credit report;</p> <p>(b) allow the CRB to create or maintain a credit information file about the Client including credit history.</p> <p>21.8 The information given to the CRB may include:</p> <p>(a) Personal Information as outlined in 21.3 above;</p> <p>(b) name of the credit provider and that CES is a current credit provider to the Client;</p> <p>(c) whether the credit provider is a licensee;</p>	<p>(d) type of consumer credit;</p> <p>(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);</p> <p>(f) advice of consumer credit defaults (provided CES 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 CES has been paid or otherwise discharged and all details surrounding that discharge (e.g. dates of payments);</p> <p>(g) information that, in the opinion of CES, the Client has committed a serious credit infringement;</p> <p>(h) advice that the amount of the Client's overdue payment is equal to or more than one hundred and fifty dollars (\$150).</p> <p>21.9 The Client shall have the right to request (by e-mail) from CES:</p> <p>(a) a copy of the Personal Information about the Client retained by CES and the right to request that CES correct any incorrect Personal Information; and</p> <p>(b) that CES does not disclose any Personal Information about the Client for the purpose of direct marketing.</p> <p>21.10 CES 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.</p> <p>21.11 The Client can make a privacy complaint by contacting CES via e-mail. CES 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.</p> <p>22. Building and Construction Industry Security of Payments Act 1999</p> <p>22.1 At CES' sole discretion, if there are any disputes or claims for unpaid Materials and/or Works then the provisions of the Building and Construction Industry Security of Payments Act 1999 may apply.</p> <p>22.2 Nothing in this Contract is intended to have the effect of contracting out of any applicable provisions of the Building and Construction Industry Security of Payments Act 1999 of New South Wales, except to the extent permitted by the Act where applicable.</p> <p>23. Unpaid Seller's Rights</p> <p>23.1 Where the Client has left any item with CES for repair, modification, exchange or for CES to perform any other service in relation to the item and CES has not received or been tendered the whole of any monies owing to it by the Client, CES shall have, until all monies owing to CES are paid:</p> <p>(a) a lien on the item;</p> <p>(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.</p> <p>23.2 The lien of CES shall continue despite the commencement of proceedings, or judgment for any monies owing to CES having been obtained against the Client.</p> <p>24. Service of Notices</p> <p>24.1 Any written notice given under this Contract shall be deemed to have been given and received:</p> <p>(a) by handing the notice to the other party, in person;</p> <p>(b) by leaving it at the address of the other party as stated in this Contract;</p> <p>(c) by sending it by registered post to the address of the other party as stated in this Contract; (if any), on receipt of confirmation of the transmission;</p> <p>(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;</p> <p>(e) if sent by email to the other party's last known email address.</p> <p>24.2 Any notice not 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.</p> <p>25. Trusts</p> <p>25.1 If the Client at any time upon or subsequent to entering into the Contract is acting in the capacity of trustee of any trust ("Trust") then whether or not CES may have notice of the Trust, the Client covenants with CES as follows:</p> <p>(a) the Client extends to all rights of indemnity which the Client now or subsequently may have against the Trust and the trust fund;</p> <p>(b) the Client has full and complete power and authority under the Trust to enter into the Contract 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;</p> <p>(c) the Client will not without consent in writing of CES (CES will not unreasonably withhold consent), cause, permit, or suffer to happen any of the following events:</p> <p>(i) the removal, replacement or retirement of the Client as trustee of the Trust;</p> <p>(ii) any alteration to or variation of the terms of the Trust;</p> <p>(iii) any advancement or distribution of capital of the Trust; or</p> <p>(iv) any resettlement of the trust property.</p> <p>26. General</p> <p>26.1 Any dispute or difference arising as to the interpretation of these terms and conditions or as to any matter arising herein, shall be submitted to, and settled by, mediation before resorting to any external dispute resolution mechanisms (including arbitration or court proceedings) by notifying the other party in writing setting out the reason for the dispute. The parties shall share equally the mediator's fees. Should mediation fail to resolve the dispute, the parties shall be free to pursue other dispute resolution avenues.</p> <p>26.2 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.</p> <p>26.3 These terms and conditions and any contract to which they apply shall be governed by the laws of New South Wales and are subject to the jurisdiction of the Penrith Courts in that state. These terms prevail over all terms and conditions of the Client (even if they form part of the Client's purchase order).</p> <p>26.4 Subject to clause 17, CES 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 CES of these terms and conditions (alternatively CES' liability shall be limited to damages which under no circumstances shall exceed the Price of the Works).</p> <p>26.5 CES may licence and/or assign all or any part of its rights and/or obligations under this Contract without the Client's consent.</p> <p>26.6 The Client cannot licence or assign without the written approval of CES.</p> <p>26.7 CES 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 if any provision of these terms and conditions is given to any CES' sub-contractors without the authority of CES.</p> <p>26.8 The Client agrees that CES 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 CES to provide Works to the Client.</p> <p>26.9 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 embargo, 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. 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.</p> <p>26.11 The rights and obligations of the parties will not merge on completion of any transaction under this Contract, and they will survive the execution and delivery of any assignment or other document entered, for the purpose of, implementing any transaction under this Contract.</p>
---	---	--

Please note that a larger print version of these terms and conditions is available from CES on request.