

To be completed by all customers before an order is placed:-

1) Name: (if Sole Trader or Partnership state full name(s) of proprietor/partner(s)):

ABN/ACN:

2) Please indicate: (✓) (Note: Please tick more than one box if applicable)

<input type="checkbox"/> Sole Trader	<input type="checkbox"/> Partnership/Firm	<input type="checkbox"/> Company
<input type="checkbox"/> Club or Association	<input type="checkbox"/> Trust or Trustee	<input type="text"/> Other

3) Street Address:

Telephone:	Facsimile:	Email:
<input type="text"/>	<input type="text"/>	<input type="text"/>

Postal Address: (if different from above)

4) Bankers Name & Address:

5) Estimated purchases per month:

6) Trade References:

	Name	Telephone	Contact
1)	<input type="text"/>	<input type="text"/>	<input type="text"/>
2)	<input type="text"/>	<input type="text"/>	<input type="text"/>
3)	<input type="text"/>	<input type="text"/>	<input type="text"/>

Signed

Name & Position

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

I declare that I have carefully read and fully understand the accompanying Terms and Conditions. I agree that these Terms and Conditions (as may be varied by Planet from time to time with written notice to the customer and available online at www.planetpress.com.au) are incorporated into every contract for supply of goods by Planet to the customer, notwithstanding any other agreement or provision to the contrary and override any such other provision. If I am signing this for and on behalf of a firm, company or other organisation, I confirm that I am authorised to do so.

INTERNAL USE ONLY:

Terms of Trade:	<input type="text"/>	Sales Representative:	<input type="text"/>
A) Insurance	<input type="checkbox"/> Yes <input type="checkbox"/> No	B) Credit Limit	<input type="text"/>
C) Deed of Guarantee and Indemnity	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date / /	
			Approved by:

Standard Terms and Conditions of Trade

PLANET PRESS PTY LIMITED

6-10 Ilma Street Condell Park NSW 2200 Australia

PH: 02 9771 4711 | E: info@planetpress.com.au | www.planetpress.com.au

1. INTRODUCTION

1.1 Application of these Terms and Conditions

These Terms and Conditions are incorporated into any contract between Planet Press Pty Ltd ("Planet") and customer for the supply of goods and/or services by Planet to the customer.

1.2 Interpretation

In these Terms and Conditions:

"Additional Work" includes all work undertaken by Planet as a consequence of the customer's variation, alteration or modification of its instructions in relation to the Order;

"Business Day" means a day on which banks are open for general banking business in the State or Territory in which Planet's premises are located; "Estimate" means the estimate referred to in sub-clause 2.1(b) (as amended in accordance with clause 2.4);

"Freight Costs and Charge" includes all costs and expenses incurred by Planet in removing the Goods from its premises, whether by way of actual or attempted delivery to the customer or otherwise; "Goods" means all present and after acquired goods produced by Planet under an Order;

"GST" means Goods and Services Tax as defined in A New Tax System (Goods and Services Tax) Act 1999 (Cth);

"Interest Rate" means a rate 2% higher than the Cash Target Rate as fixed by the Reserve Bank of Australia;

"Order" means the work required to be done in order to fulfil the customer's instructions;

"Preliminary Work" means any and all work performed by Planet at the customer's express or implied request, the performance of which work was necessary to enable the Order to be commenced and which work was not within the reasonable contemplation of Planet at the time when Planet supplied the Estimate;

"Printer's Charge" refers in each case to the standard or usual fee charged by Planet from time to time in respect of the Order;

"Quote" means the quote described in clause 2.1.

1.3 General

In these Terms and Conditions, unless the context otherwise requires:

- (a) the singular includes the plural and vice versa;
- (b) a reference to a clause is a reference to a clause of these Terms and Conditions;
- (c) a reference to a party to these Terms and Conditions or any other document or arrangement includes that party's executors, administrators, successors and permitted assigns;
- (d) where an expression is defined, another part of speech or grammatical form of that expression has a corresponding meaning;
- (e) a reference to a period of time (including, without limitation, a year, a quarter, a month and a day) is to a calendar period.

1.4 Headings

In these Terms and Conditions, headings are for convenient reference only and do not affect interpretation.

1.5 Business Day

If the day on which any act, matter or thing is to be done under this agreement is not a Business Day, that act, matter or thing:

- (a) if it involves a payment other than a payment which is due on demand, must be done on the preceding Business Day; and
- (b) in all other cases, may be done on the next Business Day.

2. QUOTES

2.1 Printer to supply quote

Planet may if, requested by the Customer, give the customer a quote specifying:

- (a) the work required to be done in order to fulfil the customer's instructions; and
- (b) an estimate of Planet's charge for the performance of such work.

2.2 Acceptance by customer

Where Planet has given the customer a Quote:

- (a) Planet need not commence work until the Quote has been accepted by the customer.
- (b) The customer may accept the Quote by instructing (orally or in writing) Planet to commence work.
- (c) Acceptance by the customer of the Quote, whether express or implied, will constitute acceptance by the customer of these Terms and Conditions.

2.3 Quote evidence of instructions

If the Quote is accepted by the customer, the subject of the quote (the work) shall be carried out and the customer shall pay for the work in accordance with the Quote and these Terms and Conditions.

2.4 Printer may revise Estimate

Planet may amend the Estimate before the Order has been completed to take into account any rise or fall in the cost of performing the Order and Planet shall notify the customer of such amendment as soon as practicable thereafter. Upon Planet giving the customer notification of such amendment such amended estimate shall be and be deemed to be the Estimate for the purposes of these Terms and Conditions.

3. CHARGES

3.1 Invoice

Subject to clause 5.3, when the Order has been completed, Planet will issue an invoice to the customer for the amount of the Estimate or, if no Estimate was made, for an amount representing Planet's Charge for the work done in filling the Order, and for any of the other charges specified in clause 3.2.

3.2 Additional Charges

In addition to the amount of the Estimate, or where no Estimate was given, in addition to the amount representing Planet's Charge for the work done, Planet may charge to the customer:

- (a) fees for any preliminary work performed at the customer's request;
- (b) fees for additional work required to be done as a result of the customer changing his, her or its instructions;
- (c) fees for having to work from poor copy;
- (d) fees for work which involves tables or foreign language and which was not notified to Planet before the Quote was prepared;
- (e) fees for additional work required to be done as a result of author's corrections, including repagination or reformatting;
- (f) fees and other charges for work required to be done urgently, including any overtime costs;
- (g) fees for handling or storing material or equipment supplied by the customer for the purposes of the Order;
- (h) fees for changing or correcting, in order to ensure that the Goods are properly produced, any plates, film, printed proofs, knife forms, artwork or any document including computer files supplied for the purposes of the Order by the customer;
- (i) freight costs and charges;
- (j) other charges, fees or disbursements referred to in these Terms and Conditions and not specified in this clause.

3.3 Under/Over supplies

(a) The customer acknowledges that whilst Planet will make every endeavour to produce the exact number of items in the Order, owing to human and/or machine/computer error the number of items actually produced may be 10% over or under the number specified in the Order ("a discrepancy").

(b) Where a discrepancy occurs Planet will adjust the amount charged to the customer for the Order a pro rata amount to reflect the actual number of items produced.

4. DELIVERY

4.1 Notification

Planet shall notify the customer when the Goods are ready for collection.

4.2 Collection

The customer must collect the Goods from Planet's premises upon being notified by Planet that the Goods are ready for collection. If Planet agrees to deliver the Goods the customer shall bear all freight costs and charges of such delivery.

4.3 Rejection

Subject to clause 7.1 the customer may only reject the Goods if they do not comply with the customer's instructions. If the customer wishes to reject the Goods, the customer must notify Planet of the rejection:

- (a) if Planet agrees to deliver the Goods to the customer's premises –within 7 days of delivery (or such other time as is mutually agreed);
- (b) otherwise - within 7 days of notification that the Goods are ready for collection (or such other time as is mutually agreed).

4.4 Risk

The risk in the Goods passes to the customer:

- (a) if Planet delivers the Goods to the customer's premises - at the time of delivery;
- (b) otherwise - at the time Planet notifies the customer that the Goods are ready for collection.

Standard Terms and Conditions of Trade (Continued)

If the customer is entitled to reject the Goods and rejects the Goods in accordance with these Terms and Conditions, risk reverts to Planet at the time the customer notifies Planet that the Goods are rejected.

4.4 Storage, carriage and distribution of Customer's Goods

Planet's storage facility ("Planet Logistics") may provide the customer with warehousing, carriage and distribution services of the Goods.

(a) Customer's Goods

Unless a formal contract is in place stating otherwise, the holding, storage and transport of all Goods or materials on behalf of the customer will be at the customer's risk. Planet will not be liable for any loss or damage incurred in respect of the Goods, including any loss or damage resulting from Planet negligence. The customer must ensure that its Goods are insured against loss or damage at all times, including during any transportation of the Goods by Planet or any other party engaged by Planet to do so. Planet reserves the right to retain a Lien over all lawful charges pursuant to the *Warehousemen's Liens Act 1935*.

(b) Carriage and distribution

The carriage and distribution of any articles belonging to, or lodged by Planet on behalf of, the customer is subject to the conditions contained in the *Australian Postal Corporation Act 1989*, and the Regulations.

(c) Payment Terms

The customer agrees that the Goods received into storage are correct in all respects and that no claims will be recognised after 7 days of delivery of the Goods to Planet Logistics. We encourage the customer to inspect the goods within this time frame.

Unless a formal contract is in place stating otherwise, upon despatch of the Goods manufactured by Planet to Planet Logistics an invoice will be raised for the full amount of the Goods and sent to the customer under Planet's standard payment terms. Planet will also invoice the customer for storage, carriage and distribution of the Goods thereafter as agreed.

5. PAYMENT

5.1 Time for payment

The customer must, within 30 days of the customer receiving Planet's invoice, pay to Planet the total amount set out in the invoice.

5.2 Method of payment

Payment for the Order is to be made by the customer by cash, cheque credit or any other form of payment as agreed by Planet and the customer. Unless otherwise stated, all payment shall be in Australian Dollars.

5.3 Interest

Planet may charge interest at the Interest Rate on amounts not paid within the time specified in clause 5.1.

5.4 Advance and progress payments

(a) Planet may issue an invoice for the amount of the Estimate before commencing the Order where Planet has not previously carried out work for the customer or where Planet considers it otherwise prudent to do so;

(b) Planet may, in the event that Planet is of the view that completing the Order will take more than a month, at any time before the Order is completed, issue one or more invoices for a proportion of the amount of the Estimate (the proportion to be at Planet's discretion) and require that proportion of the Estimate to be paid in advance of any further work being done.

(c) If the Order is suspended for more than 30 days at the request of the customer or as a result of something for which the customer is responsible, Planet may issue an invoice for a particular sum (to be specified by Planet) for the work already done and for other costs incurred by Planet (such as storage costs).

6. NON-PAYMENT

6.1 Damages

The customer must pay to Planet any costs, expenses or losses incurred by Planet as a result of the customer's failure to pay to Planet all sums outstanding from the customer to Planet (including, without limiting the generality of the obligation set out in this clause, any debt collection and legal costs).

6.2 Retention of title

(a) Until the customer has paid all amounts outstanding in relation to the Goods and any other goods supplied by Planet to the customer, title and property in the Goods shall not pass from Planet to the customer.

(b) If the Goods are in the customer's possession, the customer shall hold the Goods as trustee for Planet and must store the Goods so that they are clearly identifiable as the property of Planet.

(c) Planet may call for and recover possession of the Goods (for which purposes Planet's employees or agents may enter the customer's premises and take possession of the Goods without liability to the customer) and the customer must deliver the Goods to Planet if so directed by Planet.

(d) The customer may, in the ordinary course of the customer's business, sell the Goods to a third party but:

(i) the proceeds of sale to the third party shall be held by the customer as trustee for Planet and the customer shall account to Planet for those sums; and

(ii) if Planet requires, the customer shall assign to Planet the customer's claim against the third party and shall execute all documents necessary to effect that assignment.

6.3 General lien

Planet shall, in respect of all sums owed by the customer to Planet hereunder, have a general lien on all property of the customer in Planet's possession and may, after 14 days' notice to the customer, sell that property and apply the proceeds (net of any sale costs) in satisfaction of all or any part of the sums owed. In the event that any of the customer's property held by Planet as aforesaid enjoys copyright protection in favour of the customer, the customer hereby grants to Planet a licence to exercise the rights conferred on Planet under this clause.

7. LIABILITY

7.1 Proofs

If Planet submits to the customer a proof of the Goods Planet will not be responsible for any errors in the Goods which appeared in the proof and which were not corrected by the customer before the Order was completed.

7.2 Non-excludable Rights

The parties acknowledge that, under applicable State and Commonwealth law, certain conditions and warranties may be implied in these Terms and Conditions and there are rights and remedies conferred on the customer in relation to the provision of the Goods or of services which cannot be excluded, restricted or modified by agreement ("Non-excludable Rights").

7.3 Disclaimer of Liability

Planet disclaims all conditions and warranties expressed or implied, and all rights and remedies conferred on the customer, by statute, the common law, equity, trade, custom or usage or otherwise and all those conditions and warranties and all those rights and remedies are excluded other than any Non-excludable Rights. To the extent permitted by law, the liability of Planet for a breach of a Non-excludable Right is limited, at Planet's option, to the supplying of the Goods and/or any services again or payment of the cost of having the Goods and/or any services supplied again.

7.4 Indirect losses

Notwithstanding any other provision of these Terms and Conditions, Planet is in no circumstance (whatever the cause) liable in contract, tort (including, without limitation, negligence or breach of statutory duty) or otherwise to compensate the customer for:

- (a) any increased costs or expenses;
- (b) any loss of profit, revenue, business, contracts or anticipated savings;
- (c) any loss or expense resulting from a claim by a third party; or
- (d) any special, indirect or consequential loss or damage of any nature whatsoever caused by Planet's failure to complete or delay in completing the Order or to deliver the Goods.

7.5 Electronic data

Without limiting the generality of the foregoing clauses, Planet will not be liable to the customer for loss, however caused, of any data stored on disks, tapes, compact disks or other media supplied by the customer to Planet.

7.6 Customer's property

Subject to clause 7.5, Planet will not be liable for the damage, loss or destruction of any property of the customer in Planet's possession unless the loss or damage is due to the failure of Planet to exercise due care and skill in handling or storing the property.

7.7 Force Majeure

Planet will have no liability to the customer in relation to any loss, damage or expense caused by Planet's failure to complete the Order or to deliver the Goods as a result of fire, flood, tempest, earthquake, riot, civil disturbance, theft, crime, strike, lockout, breakdown, war, the inability of Planet's normal suppliers to supply necessary materials or any other matter beyond Planet's control.

8. GENERAL MATTERS

8.1 Periodicals

If the contract between Planet and customer relates to more than one issue of a periodical:

(a) Each issue will, for the purposes of these Terms and Conditions, be considered to be one Order.

(b) Subject to sub-clause (c), a party may not terminate a contract to which these Terms and Conditions apply unless:

- (i) in the case of periodicals published weekly or more frequently, that party has given 4 weeks' notice of that party's intention to terminate the contract;
- (ii) in the case of periodicals published fortnightly or more frequently (but less frequently than weekly), that party has given 8 weeks' notice of that party's intention to terminate the contract;

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(iii) in the case of periodicals published less frequently than fortnightly, that party has given 13 weeks' notice of that party's intention to terminate the contract.

(c) Notwithstanding sub-clause (b), Planet may terminate the contract at any time if the customer is in breach of any provision of these Terms and Conditions relating to payment.

8.2 Alterations to style etc

If, before the Quote is prepared, the customer does not give Planet specific instructions in relation to style, type or layout:

(a) Planet may use any style, type and layout which, in Planet's opinion, is appropriate; and

(b) Planet may charge an additional amount for any additional work required to be done (including the production of additional proofs) as a result of the customer subsequently altering the style, type or layout used by Planet.

8.3 Overset

The customer must pay for overset matter (being matter produced on the customer's instructions but not used in a publication for which it was intended). The customer may instruct Planet to retain overset matter for future issues of the publication or to discard the overset matter.

8.4 Outside work

If Planet has to obtain goods (including typefaces, bromides, film, plates, ornaments or artwork) and/or services not normally stocked or supplied by Planet from a third party in order to carry out the customer's instructions:

(a) Planet will not be liable for any breach of these Terms and Conditions if that breach is a result of or is connected with the supply by the third party of such goods and/or services.

(b) Planet acquires such goods and/or services as agent for the customer and not as principal and will have no liability to the customer in relation to the supply of those goods and/or services. Any claim by the customer in relation to the supply of those goods and/or services must be made directly against the third party.

(c) The customer must pay for such goods and/or services.

(d) Property in any such goods obtained from a third party and incorporated into the Goods passes to Planet at the time of incorporation.

8.5 Material supplied by customer

If Planet and the customer agree that the customer is responsible for supplying materials or equipment for the purposes of the Order:

(a) The customer must supply sufficient quantities of materials to allow for spoilage, such quantity to be specified by Planet.

(b) Planet will not normally count or check the materials and if requested by the customer to do so, may charge for counting or checking.

(c) Planet will not be responsible for any defects in the Goods which are caused by defects in or the unsuitability of materials or equipment supplied by the customer.

(d) Property in any materials supplied by the customer and incorporated into the Goods passes to Planet at the time of incorporation.

8.6 Property left with printer

If the customer leaves property in Planet's possession without specific instructions as to what is to be done with it, Planet may, 12 months after gaining possession of the property, dispose of or sell the property and retain any proceeds of sale as compensation for holding and handling the property.

8.7 Responsibility to insure

Planet has no obligation to insure any property of the customer in Planet's possession. The customer must pay the cost of any insurance arranged by Planet at the request of the customer.

8.8 Ancillary materials

Unless Planet and customer agree otherwise, drawings, sketches, paintings, photographs, designs, typesetting, dummies, models, negatives, positives, blocks, engravings, stencils, dies, plates or cylinders, electros, stereos, discs, tapes, compact discs, or other media or data and other material produced by Planet in the course of or in preparation for performing the Order (whether or not in fact used for the purposes of performing the Order) are the property of Planet.

8.9 Copyright

(a) Copyright in all artistic and literary works authored by Planet shall be the property of Planet.

(b) The customer:

(i) warrants that the customer has copyright in or a licence to authorise Planet to reproduce, all artistic and literary works supplied by the customer to Planet for the purposes of the Order and the customer hereby expressly authorises Planet to reproduce all and any of such works for the purposes aforesaid;

(ii) hereby indemnifies and agrees to keep indemnified Planet against all liability, losses or expenses incurred by Planet in relation to or in any way directly or indirectly connected with any breach of copyright or of any rights in relation to copyright in such literary and artistic works supplied as aforesaid; and

(c) The customer is hereby granted a non-exclusive license to use the copyright in any literary and/or artistic works authored by Planet for the purposes of the Order however the exercise of such licence shall be conditional upon Planet having received all monies due to them under these Terms and Conditions.

8.10 Ideas

The customer must keep confidential and not use any ideas communicated by Planet to the customer without Planet's written consent.

8.11 Electronic/magnetic media

All disks, tapes, compact disks or other media (other than media supplied by the customer) used by Planet to store data for the purposes of completing the Order are the property of Planet. The customer cannot require Planet to supply to the customer any data so stored. In the event that Planet does supply any data so stored or created Planet may charge for supplying such data to the customer.

8.12 Storage of electronic data

Planet will not be responsible for storing any data on disks, tapes, compact disks or other media when the Order has been completed. If Planet agrees to store such data, Planet may charge for doing so.

8.13 No Waiver

A power or right is not waived solely because the party entitled to exercise that power or right does not do so. A single exercise of a power or right will not preclude any other or further exercise of that power or right or of any other power or right. A power or right may only be waived in writing, signed by the party to be bound by the waiver.

8.14 Severability

Any provision in these Terms and Conditions which is invalid or unenforceable in any jurisdiction must be read down for the purposes of that jurisdiction, if possible, so as to be valid and enforceable. If that provision cannot be read down then it is capable of being severed to the extent of the invalidity or unenforceability without affecting the remaining provisions of these Terms and Conditions or affecting the validity or enforceability of that provision in any other jurisdiction.

8.15 Governing law and jurisdiction

These Terms and Conditions are governed by the law in force in the State or Territory in which Planet's premises are located and the parties submit to the non-exclusive jurisdiction of the courts of that State or Territory and any courts which may hear appeals from those courts in respect of any proceedings in connection with these Terms and Conditions.

9 GOODS AND SERVICES TAX

9.1 All amounts are GST inclusive amounts

Unless otherwise stated, all amounts expressed or described in these Terms and Conditions are GST inclusive amounts.

9.2 Out of pocket expenses are GST inclusive

All out of pocket expenses referred to in these Terms and Conditions are GST inclusive out of pocket expenses.

9.3 Printer to assist Customer

Planet will do all things reasonably available to it to assist the customer to claim on a timely basis any input tax credits (if any) the customer may be entitled to claim for any acquisition of goods and services from Planet. This includes Planet maintaining its registered status for GST purposes, and issuing tax invoices for supplies made under these Terms and Conditions on a timely basis as reasonably requested by the customer.

10. PERSONAL PROPERTY SECURITIES ACT

10.1 Security Interest

The customer acknowledges and agrees that:

(a) these Terms and Conditions give rise to a security interest and constitute a security agreement for the purposes of the Personal Property Securities Act 2009; and

(b) the security interest is taken in all Goods previously supplied by Planet to the customer (if any) and all Goods that will be supplied in the future by Planet to the customer during the continuance of the parties' relationship.

10.2 Undertaking

The customer undertakes to:

(a) sign any further documents and/or provide any further information, such information to be complete, accurate and up-to-date in all respects, which Planet may reasonably require to register a financing statement on the Personal Property Securities Register;

(b) reimburse Planet for all expenses incurred in registering a financing statement or financing change statement on the Personal Property Securities Register;

(c) give Planet not less than 14 days' prior written notice of any proposed change in the customer's name and/or any other change in the customer's details. 10.3 Verification Statement The customer waives any rights to receive notice of any verification statement issued under the Personal Properties Securities Act.

Internet Ordering Terms and Conditions of Trade

PLANET PRESS PTY LIMITED

6-10 Ilma Street Condell Park NSW 2200 Australia

PH: 02 9771 4711 | E: info@planetpress.com.au | www.planetpress.com.au

1 About these Terms and Conditions

- 1.1 The Terms and Conditions apply to:
 - (a) any Orders of yours or on behalf of your business; and
 - (b) any Service provided by us to you.
- 1.2 You should read these Internet Ordering Terms and Conditions carefully along with our Standard terms and conditions which also apply.

2 Changes to Terms and Conditions

- 2.1 Terms and Conditions can be changed by us at any time if we change them in accordance with any applicable law.
- 2.2 We will give written notice to you at least 30 days before any change affects you.
- 2.3 So that our record of your contact details remains accurate and up to date, you must notify us of any change to your contact details, or your appointed representatives.

3 Communication Methods

- 3.1 If we need to give you written notice, we will regard that notice as given to you 3 business days after we post it by ordinary mail to the mailing address we have last recorded.
- 3.2 If you agree, we may use electronic means to communicate with you. For example sending you electronic statements, written notices, facsimiles, emails or other communications about our products and services.
- 3.3 Unless you give us a written instruction not to do so, we may from time to time send you information concerning changes to existing services and/or other services offered by us.

4 Privacy of Information

- 4.1 We have developed an Internet Privacy Policy which is available for viewing on our website www.planetpress.com.au

5 Statement of Account

- 5.1 We will send you statements of account as frequently as agreed between you and us. A fee may apply if you ask for and receive more than one statement in a calendar month.
- 5.2 Copies of statements of account are also available on request. You may be charged a fee for a copy of a statement provided on request.
- 5.3 You should check the entries on your statement carefully and promptly report any error or unauthorised transaction to us. You should inform us promptly that you wish to dispute a transaction; and provide us with any information or material we require to investigate the discrepancy.
- 5.4 Records of recent transactions on your Account will be available to approved customer personnel via internet access, through Transaction History reports or over the phone from our office.
- 5.5 We may subsequently adjust stock levels in the Account, and the balance on your Account, so as to accurately reflect the legal obligations of you and us (for example, because of an error).

6 Order Placement

- 6.1 We will not allow an order to be accepted unless the identity of the person making the order is authorised to do so on behalf of the customer.
- 6.2 It is the responsibility of the customer's duly appointed representative to authorise and assign additional representatives with the right to place orders on behalf of the customer. Each authorised representative will be assigned an internet access user name and allowed to nominate a password.
- 6.3 Any order received via Planet's online ordering system, once submitted is received as approved by the customer for completion and payment in full. With this in mind, the confidentiality of user names and passwords is important.
- 6.4 It is the responsibility of the customer's duly appointed representative to notify us of any changes required to passwords, if for example an employee resigns, authority changes, or a breach in security occurs.
- 6.5 If you forget your password, we can supply it to you after your identity and authorisation is confirmed to our satisfaction.
- 6.6 We are not liable for any loss or damage caused to you by persons authorised to operate on your Account, except where it arises from fraudulent conduct by our agent or employee.
- 6.7 We are not liable for any loss or damage caused by any delay in processing a cancellation of an Authority to Operate.
- 6.8 You are liable to pay for any goods or services provided to any person authorised to operate on your Account. Accordingly, you are responsible for all these transactions as if you had made them yourself.
- 6.9 You may select your own password. For your security, we recommend that you create a password that is unique and suggest a word and number combination. This password must be at least 6 characters.

7 Authority to Operate

- 7.1 You may nominate a person to operate on your Account by requesting to do so in writing. Varying levels of access are available, and will be nominated at that time.
- 7.2 A user name and password will be assigned for the nominated person.
- 7.3 By confirming an Authority to Operate you instruct us to allow a person to be authorised to operate on your Account and to conduct any transactions on the Account that you allow.
- 7.4 An Authority to Operate will remain in force until we receive written notice of cancellation.
- 7.5 An Authority to Operate is not available to persons under 18 years of age.
- 7.6 An Authority to Operate is required for management of your Account. The authorised person acts as the customer's Chief Password Administrator and is responsible for ensuring adequate internal procedures are in place to verify that only authorised employees utilise the online order placement system.
- 7.7 You must tell us as soon as possible if you become aware of the loss, theft or misuse of your password or a record of the password, or if you suspect that the password has become known to another person. You are responsible and liable for all transactions carried out, and any debts incurred, by use of authorised user names and passwords on your Account by that person.

8 Internet Security and Connection

- 8.1 The internet is inherently unreliable and insecure and we are not responsible for any loss or damage which arises as a result of a failure with internet related services and equipment and unauthorised access to and use of such equipment.
- 8.2 It is your responsibility to obtain and maintain any electronic equipment (eg. internet connection, software or PC) which you may need to have for online order placement.
- 8.3 We use different levels of security for different parts of the website. Information about our Accounts is protected through password and user login and other technology protection measures. In this way, we take reasonable steps to ensure the safety of our information online, however, we cannot guarantee that such information will be free from any unauthorised access, destruction, use, modification or disclosure of data.
- 8.4 The browser should be closed when an internet session has finished. This ensures that others cannot access information and correspondences. Each person is responsible for the security of and access to their own computer and maintaining the secrecy of their user name and password.
- 8.5 There may be short periods when transactions will not be available when we are maintaining our system. At these times, alternate methods will be instigated.
- 8.6 Please tell us about any service fault or difficulty with internet connection.
- 8.7 We will make reasonable efforts to ensure that the online ordering system is available during the hours specified by us; and ensure that information we make available to you through this system is correct.

9 Liability for Unauthorised Transactions

- 9.1 Your liability for unauthorised transactions will normally be limited to the actual expenses incurred for the order placed.
- 9.2 You are not liable for losses caused by unauthorised transactions which occur after you have given us notice as required.

10 Order Quantities

- 10.1 Items selected for delivery from finished goods held in inventory can be ordered subject to available stock levels.
- 10.3 Any observed "unusual" quantities ordered (for example exceedingly small or overly large) will be confirmed with the customer prior to fulfilment to ensure accuracy of information. However, the responsibility for correctness of information is the customer's or their appointed representative. After submission of online orders, an email notification will be returned to the customer detailing the order placed. If any errors or omissions are found it is your responsibility to notify us immediately.
- 10.3 Where appropriate, reorder quantities will be established for various standard items. Production of these items will only commence once approved to do so by the customer's duly appointed representative, to ensure no changes are necessary since last order.

11 Transaction History

- 11.1 Records of orders received, deliveries and other information relevant to your Account will remain accessible through our online ordering website for the period determined through mutual agreement, or up to a maximum of 2 years.