



Bracton Industries (NSW) Pty Limited

50 - 54 Chard Road,
Brookvale NSW 2100 Australia
Phone: +61 2 9938 1800

Dear valued customer,

Freight shipping can be confusing and cumbersome and while we have relatively minimal issues with freight we have received a number of questions relating to freight procedures. As such, we are requesting you read our freight and handling policy and formally acknowledge. If this document is not signed and returned, we will not be able to organise deliveries on your behalf.

For additions questions, please reach out to Jenny Lopez at equipment@bracton.com

Kind regards,

Bracton

RE: BRACTON FREIGHT & HANDLING POLICY UPDATE (6/2/2018)

1) Responsibility

Bracton will act in good faith at all times and will take due care to ensure freight is managed efficiently and packaged appropriately. All outward goods dispatched by Bracton are dispatched on an ex works basis, whereby our liability for goods is complete once the goods have left our premises.

2) Transport

Bracton customers are welcome to have goods dispatched;

- a. Customer collection - Monday to Friday 7:45AM - 4.30PM, excluding public holidays.
- b. Customer authorised 3rd party collection - Couriers or similar to collect on your behalf.
- c. Bracton carrier dispatch - Dispatch by contracted Bracton carrier such as Star Track.

NOTE: Our CARRIERS ARE NOT COMMON CARRIERS. This means our carriers (Star Track, North Line, Jet Couriers etc..) do not accept any liability for articles transported. We are not aware of any carriers which assume liability.

3) Insurance

You are solely responsible for taking out and keeping current (at your own cost), all such insurances in respect of the Goods and the Services as you consider at your discretion to be reasonable and prudent. Our carriers do not offer nor arrange insurance for any damage, loss or delay to any Article with the exception of the clause below:

Star Track will offer insurance when insurance is explicitly and clearly requested in writing on the Purchase Order. The cost of this insurance is 3% of the goods (minimum \$30) insuring goods with the value of up to \$10,000AUD. For shipments valued over \$10,000 please request a quote from Bracton.

4) Tail Gate (Lift) Service

Tail gate service is required for freight orders where the drop off location;

- does not have a loading dock or forklift; OR
- the receiving person does not have the ability to move the shipment directly off the truck (where the goods weigh in excess of 20KG). *NOTE: Carrier companies have directed their drivers NOT to lift goods >20Kg in accordance with their OHS obligations.*



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This service also is required for shipments deemed to heavy or large to unload safely by hand. The lift gate service will drop the shipment to the ground so it can be moved. The fee for tail gate service ranges from \$400 upwards and is the customer's responsibility to request if required.

5) Limited Access

If the drop off location has limited access, there may be an additional fee added to the order. This is not our fee; this is strictly what the freight company charges us. It is the customer's responsibility to inform Bracton before the order ships if their location is limited access. The customer will be billed for the amount.

6) Redelivery

If the Carrier sets up a shipping timeframe with the customer and the customer is not available, there is a redelivery fee added to the order. This is not our fee; this is strictly what the freight company charges us. The customer will be billed for the amount.

7) Inspection

Upon receiving the shipment, it is the customer's responsibility to inspect the shipment within 24 hours of receiving goods against the delivery receipt. Any damage or missing goods need to notify the carrier, Bracton and insurer (if different).

8) Bill of Lading / Consignment Note Changes

Any changes to the bill of lading or consignment note from the Purchase Order removes Bracton from any liability i.e. change of address, contact number et al. The additional charge for the change will be billed to the customer.

9) Correct Contact Information

Freight companies need to have correct contact information to setup a delivery. The phone number provided should be one that is monitored continually during a typical business day. It should also go direct to the person in charge of receiving the delivery.

10) Delivery Timeframes

Couriers provide estimated delivery time frames while generally 95% accurate, the estimated delivery time are indicative in nature and should not be relied upon as a guarantee, particularly during the christmas period.

11) PO Boxes

We do not deliver to PO Boxes.

CUSTOMER ACKNOWLEDGEMENT

[] Yes, I have read and accept "Bracton Freight & Handling Policy" dated 6/2/2018.

Business Name:

Authorised person name (director/manager/owner):

Signature: Date: