

The ORSM Group trading as 'ORSM Designs'-Terms and Conditions of Trade

1. Definitions

- 1.1 "Seller" shall mean The ORSM Group trading as 'ORSM Designs' and its successors, and assigns or any person acting on behalf of and with the authority of The ORSM Group trading as 'ORSM Designs'
- 1.2 "Client" shall mean the client (or any other person acting on behalf of an within the authority of the client) as described on any quotation, work authorization or other form as provided by the Seller to the client.
- 1.3 "Guarantor" means that person (or persons), or entity, who agrees to be liable for the debts of the client on principal debtor basis.
- 1.4 "Goods" shall mean Goods supplied by the Seller to the Client (and where the context so permits shall include any supply of Services as hereinafter defined) and are as described on the invoices, quotation, work authorization or any other forms as provided by the Seller to the Client.
- 1.5 "Services" shall mean all Services supplied by the Seller to the Client and includes any advice or recommendations (and where the context so permits shall include any supply of Goods as defined above).
- 1.6 "Price" shall mean the price payable for the Goods as agreed between the Seller and the Client in accordance with clause 4 of this contract. What's another word order gas and electrical in

2. The Commonwealth Trade Practices Act 1974 ("TPA") and Fair Trading Acts ("FTA")

- 2.1 Nothing in this agreement is intended to have the effect of contracting out of any applicable provisions of the TPA or the FTA in each of the States and Territories of Australia, except to the extent permitted by those Acts where applicable.

3. Acceptance

- 3.1 Any instructions received by the Seller from the Client for the supply of Goods and/or the Client's acceptance of Goods supplied by the Seller shall constitute acceptance of the terms and conditions contained herein.
- 3.2 Where more than one Client has entered into this agreement, the Clients shall be jointly and severally liable for all payments of the Price.
- 3.3 Upon acceptance of these terms and conditions by the Client the terms and conditions are binding and can only be amended with the written consent of the Seller.
- 3.4 The Client shall give the Seller not less than fourteen (14) days prior written notice of any proposed change of ownership of the Client or any change in the Client's name and/or any other change in the Client's details (including but not limited to, changes in the Client's address, facsimile number, or business practice). The Client shall be liable for any loss incurred by the Seller as a result of the Client's failure to comply with this clause.
- 3.5 Goods are supplied by the Seller only on the terms and conditions of trade herein to the exclusion of anything to the contrary in the terms of the Client's order notwithstanding that any such order is placed on terms that purport to override these terms and conditions of trade.
- 3.6 The Client acknowledges that for the commencement of the Services the Client must supply the following:
 - (a) Signed acceptance of Seller's written quote and/or purchase order with all
 - (b) Floor plan and elevations plans or cabinetmaking plans showing all items
 - (c) Make and model of all sinks, hotplates, basins etc. that require the Seller to do cut outs for.
- 3.7 The client acknowledges that inspection of the natural granite, marble or similar, is required prior to commencement of the Services. Although all-natural stone tops are pre-sealed offshore and on leaving the factory, the Seller suggests that the Client have the natural stone bench tops professionally sealed after installation.

5. Price And Payment

- 4.1 At the Seller's sole discretion the Price shall be either:
 - (a) as indicated on invoices provided by the Seller to the Client in respect of Goods supplied; or
 - (b) the Seller's quoted Price (subject to clause 4.2) which shall be binding upon the Seller provided that the Client shall accept the Seller's quotation in writing within thirty (30) days. All quotes allows for one template and one install day. Anything outside this must be stipulated on the quote, otherwise a call back charge fee will be charged at the rate of \$150.00 per hour, calculated from the time the Seller leaves the factory to the time the Seller returns to the factory.
- 4.2 The Seller reserves the right to change the Price in the event of a variation to the Seller's quotation. Any variation from the plan of scheduled works or specifications (including, but not limited to, any variation as a result of additional works required due to hidden or unidentifiable difficulties beyond the reasonable control of the Seller will be detailed in writing and charged for on the basis of the Seller's hourly rate plus GST and will be shown as variations on the invoice. Payment for all variations must be made in full at their time of completion.
- 4.3 At the Seller's sole discretion a deposit may be required.
- 4.4 The Seller may submit a detailed payment claim at intervals not less than one month for work performed up to the end of each month. The value of work so performed shall include the reasonable value of authorized variations, whether or not the value of such variations has been finally agreed between the parties, and the value of materials delivered to the site but not installed.
- 4.5 At the Seller's sole discretion:
 - (a) payment shall be due on delivery of the Goods; or
 - (b) payment shall be due before delivery of the Goods; or
 - (c) payment for approved Clients shall be made by instalments in accordance with the Seller's payment schedule; or
 - (d) payment for approved Client's shall be due thirty (30) days following the date of the invoice.
- 4.6 Time for payment for the Goods shall be of the essence and will be stated on the invoice or any other forms. If no time is stated then payment shall be due seven (7) days following the date of the invoice.



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- 4.7 Payment will be made by cash, or by cheque, or by bank cheque, or by credit card (plus a surcharge of up to two and one half percent (2.5%) of the Price), or by direct credit, or by any other method as agreed to between the Client and the Seller.
- 4.8 GST and other taxes and duties that may be applicable shall be added to the Price except when they are expressly included in the Price.
- 4.9 **Late Fees & Finance Charges:** A one-time 2.5% late fee will be charged if an invoice payment is not received by the due date outlined in your quotation. In addition, a finance charge of 1.5% per month (18% per annum) on balances beyond established terms.

5. Delivery Of Goods

- 5.1 At the Seller's sole discretion delivery of the Goods shall take place when:
- (a) the Client takes possession of the Goods at the Seller's address; or
 - (b) the Client takes possession of the Goods at the Client's nominated address (in the event that the Goods are delivered by the Seller or the Seller's nominated carrier); or
 - (c) the Client's nominated carrier takes possession of the Goods in which event the carrier shall be deemed to be the Client's agent.
- 5.2 At the Seller's sole discretion the costs of delivery are:
- (a) included in the Price; or
 - (b) in addition to the Price; or
 - (c) for the Client's account.
- 5.3 The Client shall make all arrangements necessary to take delivery of the Goods whenever they are tendered for delivery. In the event that the Client is unable to take delivery of the Goods as arranged then the Seller shall be entitled to charge a reasonable fee for redelivery.
- 5.4 Delivery of the Goods to a third party nominated by the Client is deemed to be delivery to the Client for the purposes of this agreement.
- 5.5 The Seller may deliver the Goods by separate instalments. Each separate instalment shall be invoiced and paid in accordance with the provisions in these terms and conditions.
- 5.6 The Client shall take delivery of the Goods tendered notwithstanding that the quantity so delivered shall be either greater or lesser than the quantity purchased provided that:
- (a) such discrepancy in quantity shall not exceed five percent (5%); and
 - (b) the Price shall be adjusted pro rata to the discrepancy.
- 5.7 The failure of the Seller to deliver shall not entitle either party to treat this contract as repudiated.
- 5.8 The Seller shall not be liable for any loss or damage whatever due to failure by the Seller to deliver the Goods (or any of them) promptly or at all, where due to circumstances beyond the control of the Seller.

6. Risk

- 6.1 If the Seller retains ownership of the Goods nonetheless, all risk for the Goods passes to the Client on delivery.
- 6.2 If any of the Goods are damaged or destroyed following delivery but prior to ownership passing to the Client, the Seller is entitled to receive all insurance proceeds payable for the Goods. The production of these terms and conditions by the Seller is sufficient evidence of the Seller's rights to receive the insurance proceeds without the need for any person dealing with the Seller to make further enquiries.
- 6.3 The Seller shall supply a "Cleaning Maintenance Schedule" on installation of the Goods. The Seller shall not be held liable for damage, should the Client not comply with the Seller's recommendations.

7. Title

- 7.1 The Seller and Client agree that ownership of the Goods shall not pass until:
- (a) the Client has paid the Seller all amounts owing for the particular Goods; and
 - (b) the Client has met all other obligations due by the Client to the Seller in respect of all contracts between the Seller and the Client.
- 7.2 Receipt by the Seller of any form of payment other than cash shall not be deemed to be payment until that form of payment has been honored, cleared or recognized and until then the Seller's ownership or rights in respect of the Goods shall continue.
- 7.3 It is further agreed that:
- (a) where practicable the Goods shall be kept separate and identifiable until the Seller shall have received payment and all other obligations of the Client are met; and
 - (b) until such time as ownership of the Goods shall pass from the Seller to the Client the Seller may give notice in writing to the Client to return the Goods or any of them to the Seller. Upon such notice the rights of the Client to obtain ownership or any other interest in the Goods shall cease; and
 - (c) the Seller shall have the right of stopping the Goods in transit whether or not delivery has been made; and
 - (d) if the Client fails to return the Goods to the Seller then the Seller or the Seller's agent may enter upon and into land and premises owned, occupied or used by the Client, or any premises as the invitee of the Client, where the Goods are situated and take possession of the Goods; and
 - (e) the Client is only a bailee of the Goods and until such time as the Seller has received payment in full for the Goods then the Client shall hold any proceeds from the sale or disposal of the Goods, up to and including the amount the Client owes to the Seller for the Goods, on trust for the Seller; and
 - (f) the Client shall not deal with the money of the Seller in any way which may be adverse to the Seller; and
 - (g) the Client shall not charge the Goods in any way nor grant nor otherwise give any interest in the Goods while they remain the property of the Seller; and
 - (h) the Seller can issue proceedings to recover the Price of the Goods sold notwithstanding that ownership of the Goods may not have passed to the Client; and

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(i) until such time that ownership in the Goods passes to the Client, if the Goods are converted into other products, the parties agree that the Seller will be the owner of the end products.

8. Description and Specifications

- 8.1 Whilst every effort is made to ensure accuracy, all necessary items like (sinks, tape ware, water purifiers, cook tops, basins etc) are required to be on site or a copy of the manufacturer's templates for measuring. Client and/or site supervisors are responsible to provide our template with the correct positioning of all items. If we are not able to template 100% of the scope of works, then a call back fee of \$150.00 per hour and a delay in production time will occur.
- 8.2 The Seller accepts no responsibility should the above fixtures or personal/private property be damaged or stolen from the site after measuring has been taken.
- 8.3 Once finalization's for all details and templated items are 100% complete for the scope of works in the quote/purchase order, a production time will be confirmed by the production team. Once in production no changes can be made. After all items have been made our productions team will confirm an installation date.
- 8.4 Please note that installation of some natural stone or site conditions means that benchtops may have to be glued down to cabinets and cut outs to be done on site. This will cause a fine dust. The Buyer agrees to remove any furniture, furnishings or personal goods from the vicinity of the works and agrees that the Seller shall not be liable for any damage caused to those items through the Buyers failure to comply with this clause.
- 8.5 The Client acknowledges that it is the responsibility of the Client to have all existing benchtops, sinks, basins, hotplates removed by licensed tradesmen. The Seller reserves the right to charge the Client for the delay of installation should the Client not comply with this clause.
- 8.6 The Seller will "no more gap" the internal of all cabinets that need the stone tops to make them vermin proof, only, as required by the BSA. Any other silicon or caulking is not the responsibility of the Seller.

9. Defects

- 9.1 The Client shall inspect the Goods on delivery and shall within two (2) days of delivery (time being of the essence) notify the Seller of any alleged defect, shortage in quantity, damage or failure to comply with the description or quote. The Client shall afford the Seller an opportunity to inspect the Goods within a reasonable time following delivery if the Client believes the Goods are defective in any way. If the Client shall fail to comply with these provisions the Goods shall be presumed to be free from any defect or damage. For defective Goods, which the Seller has agreed in writing that the Client is entitled to reject, the Seller's liability is limited to either (at the Seller's discretion) replacing the Goods or repairing the Goods except where the Client has acquired Goods as a consumer within the meaning of the Trade Practices Act 1974 (CWLth) or the Fair Trading Acts of the relevant state or territories of Australia, and is therefore also entitled to, at the consumer's discretion either a refund of the purchase price of the Goods, or repair of the Goods, or replacement of the Goods.
- 9.2 Goods will not be accepted for return other than in accordance with 9.1 above.

10. Warranty

- 10.1 Subject to the conditions of warranty set out in clause 10.2 the Seller warrants that if any defect in any workmanship of the Seller becomes apparent and is reported to the Seller within twelve (12) months of the date of delivery (time being of the essence) then the Seller will either (at the Seller's sole discretion) replace or remedy the workmanship.
- 10.2 The conditions applicable to the warranty given by clause 10.1 are:
- (a) the warranty shall not cover any defect or damage which may be caused or partly caused by or arise through:
- (i) failure on the part of the Client to properly maintain any Goods; or
 - (ii) failure on the part of the Client to follow any instructions or guidelines provided by the Seller; or
 - (iii) any use of any Goods otherwise than for any application specified on a quote or order form; or
 - (iv) the continued use of any Goods after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or
 - (v) fair wear and tear, any accident or act of God.
- (b) the warranty shall cease and the Seller shall thereafter in no circumstances be liable under the terms of the warranty if the workmanship is repaired, altered or overhauled without the Seller's consent.
- (c) in respect of all claims the Seller shall not be liable to compensate the Client for any delay in either replacing or remedying the workmanship or in properly assessing the Client's claim.
- 10.3 For Goods not manufactured by the Seller, the warranty shall be the current warranty provided by the manufacturer of the Goods. The Seller shall not be bound by nor be responsible for any term, condition, representation or warranty other than that which is given by the manufacturer of the Goods.

11. Default & Consequences of Default

- 11.1 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 one half percent (2.5%) per calendar month and such interest shall compound monthly at such a rate after as well as before any judgment.
- 11.2 If the Client defaults in payment of any invoice when due, the Client shall indemnify the Seller from and against all costs and disbursements incurred by the Seller in pursuing the debt including legal costs on a solicitor and own client basis and the Seller's collection agency costs.
- 11.3 Without prejudice to any other remedies the Seller may have, if at any time the Client is in breach of any obligation (including those relating to payment), the Seller may suspend or terminate the supply of Goods to the Client and any of its other obligations under the terms and conditions. The Seller will not be liable to the Client for any loss or damage the Client suffers because the Seller has exercised its rights under this clause.

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- 11.4 If any account remains overdue after thirty (30) days then an amount of the greater of twenty dollars (\$20.00) or ten percent (10.00%) of the amount overdue (up to a maximum of two hundred dollars (\$200.00)) shall be levied for administration fees which sum shall become immediately due and payable.
- 11.5 Without prejudice to the Seller's other remedies at law the Seller shall be entitled to cancel all or any part of any order of the Client which remains unfulfilled and all amounts owing to the Seller shall, whether or not due for payment, become immediately payable in the event that:
- any money payable to the Seller becomes overdue, or in the Seller's opinion the Client will be unable to meet its payments as they fall due; or
 - the Client becomes insolvent, convenes a meeting with its creditors or proposes or enters into an arrangement with creditors, or makes an assignment for the benefit of its creditors; or
 - a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Client or any asset of the Client.

12. Security And Charge

- 12.1 Despite anything to the contrary contained herein or any other rights which the Seller may have howsoever:
- where the Client and/or the Guarantor (if any) is the owner of land, realty or any other asset capable of being charged, both the Client and/or the Guarantor agree to mortgage and/or charge all of their joint and/or several interest in the said land, realty or any other asset to the Seller or the Seller's nominee to secure all amounts and other monetary obligations payable under these terms and conditions. The Client and/or the Guarantor acknowledge and agree that the Seller (or the Seller's nominee) shall be entitled to lodge where appropriate a caveat, which caveat shall be withdrawn once all payments and other monetary obligations payable hereunder have been met.
 - should the Seller elect to proceed in any manner in accordance with this clause and/or its sub-clauses, the Client and/or Guarantor shall indemnify the Seller from and against all the Seller's costs and disbursements including legal costs on a solicitor and own client basis.
 - the Client and/or the Guarantor (if any) agree to irrevocably nominate constitute and appoint the Seller or the Seller's nominee as the Client's and/or Guarantor's true and lawful attorney to perform all necessary acts to give effect to the provisions of this clause 12.1.

13. Cancellation

- 13.1 The Seller may cancel any contract to which these terms and conditions apply or cancel delivery of Goods at any time before the Goods are delivered by giving written notice to the Client. On giving such notice the Seller shall repay to the Client any sums paid in respect of the Price. The Seller shall not be liable for any loss or damage whatever arising from such cancellation.
- 13.2 In the event that the Client cancels delivery of Goods the Client shall be liable for any loss incurred by the Seller (including, but not limited to, any loss of profits) up to the time of cancellation.

14. Privacy Act 1988

- 14.1 The Client and/or the Guarantor/s agree for the Seller to obtain from a credit reporting agency a credit report containing personal credit information about the Client and Guarantor/s in relation to credit provided by the Seller.
- 14.2 The Client and/or the Guarantor/s agree that the Seller may exchange information about the Client and the Guarantor/s with those credit providers either named as trade referees by the Client or named in a consumer credit report issued by a credit reporting agency for the following purposes:
- to assess an application by Client; and/or
 - to notify other credit providers of a default by the Client; and/or
 - 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
 - to assess the credit worthiness of Client and/or Guarantor/s.
- 14.3 The Client consents to the Seller being given a consumer credit report to collect overdue payment on commercial credit (Section 18K(1)(h) Privacy Act 1988).
- 14.4 The Client agrees that personal credit information provided may be used and retained by the Seller for the following purposes and for other purposes as shall be agreed between the Client and Seller or required by law from time to time:
- provision of Goods; and/or
 - marketing of Goods by the Seller, its agents or distributors in relation to the Goods; and/or
 - analysing, verifying and/or checking the Client's credit, payment and/or status in relation to provision of Goods; and/or
 - processing of any payment instructions, direct debit facilities and/or credit facilities requested by Client; and/or
 - enabling the daily operation of Client's account and/or the collection of amounts outstanding in the Client's account in relation to the Goods.
- 14.5 The Seller may give information about the Client to a credit reporting agency for the following purposes:
- to obtain a consumer credit report about the Client; and/or
 - allow the credit reporting agency to create or maintain a credit information file containing information about the Client.

15. Building and Construction Industry Payments Act 2004

- 15.1 At the Seller's sole discretion, if there are any disputes or claims for unpaid Goods and/or Services then the provisions of the Building and Construction Industry Payments Act 2004 may apply.

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- 5.2 Nothing in this agreement is intended to have the affect of contracting out of any applicable provisions of the Building and Construction Industry Payments Act 2004 of Queensland, except to the extent permitted by the Act where applicable.

16. General

- 16.1 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.
- 16.2 These terms and conditions and any contract to which they apply shall be governed by the laws of Queensland and are subject to the jurisdiction of the courts of Queensland.
- 16.3 The Seller shall be under no liability whatever to the Client for any indirect loss and/or expense (including loss of profit) suffered by the Client arising out of a breach by the Seller of these terms and conditions.
- 16.4 In the event of any breach of this contract by the Seller the remedies of the Client shall be limited to damages which under no circumstances shall exceed the Price of the Goods.
- 16.5 The Client shall not be entitled to set off against or deduct from the Price any sums owed or claimed to be owed to the Client by the Seller.
- 16.6 The Seller may license or sub-contract all or any part of its rights and obligations without the Client's consent.
- 16.7 The Client agrees that the Seller may review these terms and conditions at any time. If, following any such review, there is to be any change to these terms and conditions, then that change will take effect from the date on which the Seller notifies the Client of such change.
- 16.8 Neither party shall be liable for any default due to any act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, drought, storm or other event beyond the reasonable control of either party.
- 16.9 The failure by the Seller to enforce any provision of these terms and conditions shall not be treated as a waiver of that provision, nor shall it affect the Seller's right to subsequently enforce that provision.

17. Clients responsibilities/liabilities

- 17.1 The client must obtain any permits legally required to have in place before installation begins e.g. body corporate, parking and noise.
- 17.2 Client must make sure the worksite is clear of obstacles (furniture, appliances ect) before we arrive to deliver all install your products.
- 17.3 Client must acknowledge The ORSM Group trading as 'ORSM Designs' will not responsible for any damages to walls, floors, furniture, appliances or obstacles. If an item is valuable the client must move it to another room if possible or protect it. Wooden floors or easily marked floors must be covered and protected by the client.
- 17.4 The ORSM Group trading as 'ORSM Designs' is in no way responsible, for the damage or on going damage, that a damaged utility line(plumbing, gas, sewer or electrical) from a installation fixing, that has not been clearly visible or marked prior installation.
- 17.5 The ORSM Group trading as 'ORSM Designs', warrants their workmanship for six years and six months. Appliances and materials that ORSM Designs supplies has its own separate warranty, ORSM Designs can help arrange to service these warranties, but in no way will ORSM Designs be responsible for replacement at ORSM Designs expense. ORSM Designs has stringent quality control, and carefully inspects appliances and materials prior installation.
- 17.6 All changes to scope of work, drawings, and design, must be confirmed in writing. This includes clarifications on design that are not clear in any form of written documentation for the project including e-mails. Any verbal communications must be verified with written documentation or otherwise shall be disregarded, and costs incurred for changes to completed work may apply.
- 17.7 ORSM Designs shall have unrestricted access to the project area during specified work hours after the commencement date ongoing until the project is completed. All project areas shall have restricted access to unauthorized personal until substantial completion. ORSM Designs. management shall have sole control of scheduling of labour, material deliveries, and subcontractor access to restricted project areas. Customer shall assume sole liability for any 3rd party subcontractor claims if scheduled during project dates and ORSM Designs shall be held harmless and indemnified by customer in the event of a 3party subcontractor claim.
- 17.8 It shall be the sole responsibility of the customer to pay any costs associated with discrepancies in permitting deemed necessary by local government, including fines, cost of permits, drawings and engineering, license requirements, design changes, removal and reinstallation of previous work, and administrative costs.