

Terms and Conditions

Last Updated: 10 June 2022

Application of Terms

- 1. These Terms set out the contractual basis upon which we agree to supply you with Goods and Services and apply to every Contract between us and you.
- 2. Any terms or conditions included in, attached to, or referenced in your Order, or any other document provided by you deviating from, or inconsistent with, these Terms, are expressly rejected by us and will not vary or supplement these Terms.
- 3. Each supply which we make following our acceptance of an Order will be regarded as a separate Contract, which is subject to these Terms.
- 4. Where we have granted you a credit facility, our Credit Facility Terms apply. In the event of any conflict, ambiguity, or inconsistency between these Terms and our Credit Facility Terms, our Credit Facility Terms prevail to the extent of the conflict, ambiguity, or inconsistency.

Quotations

- 5. Quotations made by us are estimates only and will not be construed as an offer or obligation to supply any Goods or perform any Services.
- 6. Unless stated otherwise, quotations made by us:
 - a. are exclusive of GST;
 - b. are subject to measurements being verified by us (where those measurements are based on Customer Material or otherwise provided by you or on your behalf);
 - c. are based on the following assumptions:
 - i. the floors are level;
 - ii. the installation area where the Services are to be performed are clear of any appliances, furniture, items, and debris;
 - iii. any required under covering floor preparation has been completed; and
 - iv. the walls are free of windows, furnishings, and drapes;
 - d. are exclusive of the costs of delivery; and
 - e. will remain valid for a period of thirty (30) days from the date of quotation.
- 7. You acknowledge and agree that quotations made by us may include additional terms or conditions, which will supplement (and are intended to be read in conjunction with) these Terms.
- 8. If we are required to provide an estimate of measurements and quantities as part of our quotation, you must verify the accuracy of our estimated measurements and quantities prior to placing your Order. If you require any changes to our estimated measurements and quantities, you must request such changes in writing before placing your Order.
- 9. Unless specified otherwise, insofar as quotations made by us relate to the performance of Services, the Price will be based upon Services being performed during Normal Working Hours on Business Days. If requested by you, we may from time to time agree to perform Services outside of Normal Working Hours or Business Days, in which case such Services will be deemed a variation and additional charges will apply.
- 10. We reserve the right to withdraw, vary, or extend the time for acceptance in respect of any quotation made by us at any time prior to the formation of a Contract in accordance with clause 13.

Formation of Contract

- 11. You may accept these Terms (and you will be deemed to accept these Terms) if you, following receipt of a copy of these Terms:
 - a. confirm your acceptance of these Terms; or
 - b. place an Order with us.
- 12. We reserve the right to not accept your Order, without having to provide reasons to you for doing so. For clarity, nothing in these Terms obliges us to supply you with any Goods or perform any Services at any time.
- 13. Any Order placed by you will be construed as an offer. A binding Contract will only come into existence, if:
 - a. we communicate our acceptance of your Order, whether in writing or by electronic means; or
 - b. we supply you with any Goods or perform any Services following receipt of your Order.
- 14. For clarity, a Contract is formed at the location of ours where your Order is placed.

Price and Payment terms

- 15. Subject to clause 16, the Price payable for the Goods or Services will be in accordance with our then prevailing price list/rates (as notified by us to you from time to time), as applicable as at the date of your Order.
- 16. Where we have issued you a quotation, the Price will be our quoted price (subject to clauses 6 and 26 to 29) which will be binding on us provided you accept our quotation in writing within the period it is valid for acceptance.
- 17. Unless we have granted you a credit facility, the terms of payment are strictly cash before delivery or on a performance basis.
- 18. Payment may be made by cash, Electronic Funds Transfer (EFT), VISA, and MasterCard credit cards, or by using your credit facility with us (where applicable). We reserve the right to change the payment methods that we accept at any time.
- 19. You acknowledge that we will be at liberty to charge a payment surcharge for applicable transactions equal to our reasonable cost of acceptance.

- 20. We reserve the right to require payment of a non-refundable deposit. The amount of the deposit will be specified in our quotation or will be advised by us and will immediately become due and payable upon the formation of a Contract in accordance with clause 11, unless otherwise agreed in writing. For clarity:
 - a. where we require payment of a deposit, we are under no obligation to perform any Services until the deposit has been received by us in cleared funds; and
 - b. the deposit will be refundable in circumstances where:
 - i. you are entitled to a refund under the Australian Consumer Law; or
 - ii. where you terminate a Contract because of our breach.
- 21. If GST is imposed on a Taxable Supply made by us to you under any Contract of which these Terms form part, the price of the Taxable Supply will be equal to the GST-exclusive consideration that you must pay to us for the Taxable Supply under the Contract increased by an amount (the "GST Amount") equal to the amount of GST payable on that Taxable Supply. The GST Amount is, subject to us issuing a Tax Invoice to you, payable at the same time and in the same manner as the consideration to which it relates. If we become liable to pay any tax, duty, excise, or levy in connection with any Contract of which these Terms form part, you must pay us these additional amounts upon written demand.
- 22. You must check all Tax Invoices and advise us of any errors or omissions within seven (7) days of receipt. Failing advice from you that a Tax Invoice contains any errors or omissions, the Tax Invoice may be deemed accepted by us.
- 23. Any sums owed to us by you will be made free of any set-off or counterclaim whatsoever, and without deduction or withholding whatsoever (including by way of cash retention).
- 24. We are entitled to deduct or set off against any monies owing to you by us on any account whatsoever.

Default

- 25. If you default in the payment of any money due to us pursuant to any Contract of which these Terms form part by the date specified in our Tax Invoice, we are entitled to, without prejudice to any other rights which may be conferred upon us by law or equity, do any or all of the following:
 - a. charge you interest on the outstanding amount at the rate of 10% per annum, which interest will accrue and will be recoverable for each day (or part thereof), that the money remains outstanding until payment is received by us in full;
 - b. require you to pay, in advance, for any Goods or Services (or any part of the Goods or Services) which have not yet been supplied; and
 - c. suspend or cease the supply of any further Goods or Services to you.

Variations

- 26. If you request or direct that any Goods or Services be supplied that are not strictly in accordance with our quotation or your Order, then such Goods or Services will constitute a variation.
- 27. A notice of variation must be submitted by you in writing and is only effective if accepted by us in writing.
- 28. You understand and agree that:
 - a. all variations must be agreed in writing prior to the Goods or Services that are the subject of the variation being supplied; and
 - b. all variations will be, in our discretion, invoiced at the rates specified in our quotation, as specifically quoted, or in accordance with our then prevailing price list/rates.
- 29. Notwithstanding clauses 26 to 28, and subject to any rights you might have under the *Competition and Consumer Act 2010* (Cth) or any other legislation, we reserve the right to vary the quoted Price, if:
 - a. the Goods or Services specified in your Order are varied from the Goods or Services specified in our quotation (or are otherwise varied following the formation of a Contract);
 - b. where additional Services are required due to the discovery of hidden or unidentifiable difficulties (including, but not limited to, poor weather conditions, limitations to accessing the site, availability of equipment or machinery, safety considerations, prerequisite work by any third party not being completed, change of design, discovery of asbestos etc.) which are only discovered following the commencement of the Services; or
 - c. otherwise as provided for in these Terms.

Order cancellations

- 30. You may not cancel an Order (or any part of an Order) once a Contract has been formed, delivery of the Goods cannot be deferred, and Goods ordered cannot be returned, except with our prior written consent, and then only upon terms that you reimburse and indemnify us against all losses we have incurred or may incur as a result of the cancellation, deferral, or return, including third-party supplier restocking fees, cartage, bank charges, other incidental expenses incurred on any part of your Order, and loss of profits.

Delivery

- 31. Unless our quotation states otherwise, you will be liable for all costs associated with packaging and delivery, including cartage/freight, handling, and other charges. Where you have engaged a carrier to deliver the Goods, you will be also be responsible for the cost of insuring the Goods.
- 32. You must make all arrangements necessary to take delivery of the Goods whenever they are tendered for delivery.



33. You acknowledge and accept that any period or date for delivery stated by us is intended as an estimate only and is not a contractual commitment. We will not in any circumstances be liable for any loss or damage suffered by you or any third party for failure to meet any estimated delivery date.
34. Delivery will be made within Normal Working Hours on Business Days, unless otherwise agreed in writing.
35. Delivery is deemed to occur at the time:
- you, or any third party on your behalf, collects the Goods from us;
 - the Goods are delivered to the delivery location specified in your Order (or to such other location as otherwise agreed in writing);
 - your nominated carrier takes possession of the Goods, in which event the carrier will be deemed to be your agent.
36. If requested by us, you or your duly authorised representative must sign our delivery docket as confirmation that the Goods ordered by you have been received by you in apparent good order and condition.
37. If delivery of the Goods is deferred:
- at your request; or
 - due to you being unable to accept delivery of the Goods (for whatever reason),
- when:
- (where no date for delivery has been specified by you) we are ready to deliver the Goods;
 - (where a delivery date has been specified by you) the Goods are due to be delivered,
- then we will be entitled to charge you, and you must pay to us:
- reasonable storage charges (which will accrue daily until such time as the Goods are delivered); and
 - a charge to re-deliver the Goods (where delivery has previously been attempted).
38. You acknowledge and accept that:
- we may deliver Goods by instalments and reserve the right to require payment for each separate instalment in accordance with these Terms; and
 - that you are not relieved from any obligation arising under these Terms, or any Contract of which these Terms form part, by reason of any delay in delivery, and delay in delivery will not entitle you to rescind the Contract.

Provision of Services

39. Where we have been engaged to provide Services, you must ensure that site amenities required by our Personnel, including, but not limited to, water, electricity, and sanitary accommodation (i.e. serviced toilet facilities) are provided for our Personnel's use (at no cost to us or our Personnel). If you fail to make such amenities available to our Personnel, we will be entitled to invoice you any additional costs incurred by us in procuring or providing such amenities.
40. Prior to the commencement of the Services, you must:
- remove from the installation area all:
 - existing floor coverings, skirting, tacks and staples, and the removal, cutting, and replacing of doors;
 - appliances (it will be your responsibility to arrange for all other licenced tradesmen as required for disconnection and reconnection, unless otherwise agreed); and
 - fragile items such as glassware, crockery, pot plants, and furniture;
 - ensure that any other persons are moved to a safe location away from the installation area for the duration of the performance of the Services;
 - provide us and our Personnel with such information that we determine may reasonably be required to perform the Services; and
 - inform us of any special requirements pertaining to the Order (including site-specific requirements, and safety requirements).
41. You acknowledge and agree that:
- any estimate for performance or completion of the Services provided by us is an estimate only and is not a contractual commitment;
 - unless specified by us in writing, we make no warranty or representation that we will be capable of performing or completing the Services within any timeframe specified by you;
 - you are not relieved from any obligation arising under any Contract of which these Terms form part by reason of any delay in the performance or completion of the Services; and
 - we may suspend or cease performance of the Services at any time upon written notice to you if, in the reasonable opinion of us or our Personnel, it would be unsafe for any person for us to perform (or continue to perform) Services at your nominated site.

Site access

42. You must at all reasonable times during the performance of the Services permit our Personnel to have free, clear, and unrestricted access to the site and installation area to enable us to fulfil our obligations without unreasonable interruption, impediment, delay, or obstruction.
43. If you make available access to any site where the Services are to be performed, you warrant that the site is safe and that it complies with all relevant work health and safety laws and standards.

44. If free, clear, and unrestricted access to the site or installation area is not available to us and our Personnel in accordance with clause 42, we reserve the right to suspend or cease the provision of Services upon the provision of written notice to you.

Site contamination

45. Should asbestos or any other contaminants be discovered at the site which pose (or may pose) a health risk to any person, then we will be entitled to suspend performance of the Services, until such time as licensed contractors commissioned by you have cleared all such contaminants from the site.

Risk

46. Risk of loss or damage to the Goods passes to you upon delivery to you or to your agent or to a carrier commissioned by you in accordance with clause 35.
47. You must insure the Goods for their full replacement value on or before delivery against all losses which may be sustained as a result of the loss, damage, or destruction of the Goods (or any part thereof) by accident, theft, fire, explosion, flood, negligence, and such other insurable causes as may be available and must include us as co-insured.
48. If you request that Goods are to be delivered either to an unattended location, left outside your premises, or left outside our premises for collection, you acknowledge that we may deliver the Goods as requested at your sole risk.

Carpet flooring

49. You acknowledge and accept that:
- whilst carpet manufacturers make every effort to match dye lots, colours and shades may vary between batches (including between samples and the Goods actually supplied);
 - carpet manufacturers cannot guarantee to produce perfectly uniform patterned product (and therefore there is no guarantee that Goods will match perfectly when installed); and
 - the installation process for carpet may require seams and cross-joins and that the appearance of these things may be affected by light source and in particular the construction of the chosen Goods.

Wood flooring

50. You acknowledge and accept that timber is a natural wood product and as such may exhibit variations in the texture, shade, colour, surface, finish, markings, veining, and contains natural fissures, occlusions, and indentations. Whilst we will take reasonable steps to match sales samples to the Goods supplied, we, to the extent permitted by law, accept no liability whatsoever where such samples differ to the Goods supplied.
51. Wood is a hygroscopic material subject to expansion and contraction, and as such, we, to the extent permitted by law, accept no liability whatsoever for damage, disfiguration, deterioration (including fading or discolouration), or loss to Goods comprised of wood caused as a result of:
- natural expansion and contraction;
 - exposure to liquids or damaging substances;
 - exposure to sunlight or the elements; or
 - exposure to extreme heat or moisture; or
 - impact, abrasion, or scratching.

Vinyl flooring

52. You acknowledge and accept that vinyl is a soft and flexible product and is subject to damage from impact, abrasion, or scratching and may discolour or bubble if exposed to extreme heat or moisture, and as such, we to the extent permitted by law, accept no liability whatsoever for damage, disfiguration, deterioration (including fading or discolouration), or loss to Goods made of vinyl caused as a result of:
- exposure to liquids or damaging substances;
 - exposure to sunlight or the elements; or
 - exposure to extreme heat or moisture; or
 - impact, abrasion, or scratching.

53. Without limiting the generality of clauses 49 to 52, to the extent permitted by law, we accept no liability for any loss of or damage to any installed Goods caused by, or materially contributed to by exposure to extreme heat, moisture, rising dampness, failure of any existing structures or concrete slabs, movement in any construction joints, control joints, or any movement or warping of the floors after the Goods have been installed.

54. Where we give you or your Personnel advice or recommendations with specific instructions regarding the use of the Goods (e.g. high foot traffic areas, etc.) and you do not act on such advice or recommendations, then, we accept no liability for any loss of or damage to the Goods where that loss or damage is caused by, or materially contributed to by, our advice not being acted on.

Retention of title

55. Until such time as you have made payment in full for the Goods and until such time as you have made payment in full of all other money owing by you to us (whether in respect of money payable under a specific Contract or on any other account whatsoever) title in the Goods does not pass to you, and you agree that property and title in the Goods will not pass to you, and we retain the legal and equitable title in those Goods supplied and not yet sold.



Claims and returns

- 56. You must, within seven (7) days of the date of delivery:
 - a. give us written notice, with particulars, of any claim that the Goods delivered are not in accordance with your Order (including any claim for shortfall, incorrect supply, or damage to the Goods); and
 - b. provide us with photographic evidence (to our satisfaction) of any alleged damage to the Goods.
- 57. Unless otherwise agreed in writing, you must pay all costs associated with the return of any Goods (either to us or from us to you or any third party) including freight, insurance, handling, and other charges.
- 58. Goods cannot be returned to us without our prior written consent. To the permitted by law, Goods that have been specifically produced or procured at your request cannot be returned in any circumstances.
- 59. Any return (except for Goods deemed by us to be incorrectly supplied or deemed by us to be defective) will incur a handling and administration charge of 20% of the purchase Price of the returned Goods, unless otherwise agreed in writing.
- 60. Goods to be returned to us must be unsoiled, undamaged, packed and wrapped appropriately, and must include all original packaging and documentation.
- 61. We accept no liability for any damage that occurs to any Goods in return transit.

Materials

- 62. You warrant and represent to us that any Customer Material provided to us:
 - a. is accurate and correct;
 - b. will not infringe the Intellectual Property Rights of any third-party.
- 63. To the extent permitted by law, we accept no liability for any loss, damage, or costs (including, without limitation, rectification costs) incurred by you or by any third party because of the Customer Material being inaccurate or incorrect.
- 64. Where you have provided us with Customer Material, you grant us a non-exclusive, non-transferable, royalty free, perpetual, worldwide licence to use the Customer Material for:
 - a. the purposes of supplying the Goods or Services; and
 - b. marketing and advertising.
- 65. It is a condition of sale that any description or specification given by us or contained in our printed literature is for general indicative purposes only and does not render us responsible in any way, except to the extent that the Goods shall comply with the standards set out in such description or specification and that such description or specification shall not be taken as implying or giving any undertaking as to fitness for any particular purpose.
- 66. If any Goods are required for a particular purpose, you must clearly specify that purpose in writing in your Order and must obtain written assurance from us that the Goods when supplied will meet that requirement. If you do not specify the particular purpose and we do not expressly undertake in writing that the Goods will be fit for the specified purpose, then you agree that you did not rely on our skill or judgment in relation to the suitability of the Goods for a particular purpose.

Intellectual property

- 67. All right, title, and interest in the Intellectual Property Rights in and to all Works, and all Goods sold or supplied by us are, and will at all times, remain our property.
- 68. All improvements, derivatives and modifications to the Intellectual Property Rights contemplated by clause 67 (the "Improvements") vest in us immediately on creation. To the extent necessary to give effect to this clause 68, you assign to us all right, title, and interest in the Improvements.
- 69. You acknowledge and agree that you have no rights to use our Intellectual Property Rights under these Terms, except as expressly set out herein, unless otherwise agreed in writing.

Indemnity

- 70. You are liable for and indemnify us in respect of all liability, claims, damage, loss, costs, and expenses (including collection costs, debt recovery fees, and legal costs on an indemnity basis) that we may suffer or incur at any time, directly or indirectly, arising out of or in connection with:
 - a. any default by you in the performance or observance of your obligations under any Contract of which these Terms form part;
 - b. any damage caused by, or materially contributed to by, other tradesmen during and after the performance of the Services; or
 - c. your infringement (or alleged infringement) of the Intellectual Property Rights of any third-party.
- 71. Your liability to indemnify us will be reduced proportionally only to the extent that:
 - a. any negligent act or omission by us or a breach of our obligations under any Contract of which these Terms form part has contributed to the liability, claim, damage, loss, cost, or expense which is the subject of the indemnity; or
 - b. these Terms make us specifically liable for any cost or expense or rectifying or repairing any defect in, malfunction of, or damage to the Goods.
- 72. Your liability to indemnify us is a continuing obligation separate and independent from your other obligations and survives the performance or termination of any Contract of which these Terms form part.
- 73. It is not necessary for us to incur any expense or make any payment before enforcing our rights of indemnity conferred by these Terms.

Nature of relationship

- 74. For the removal of doubt, nothing in these Terms, or any Contract of which these Terms form part, is to be construed as giving rise to a relationship of agency, partnership, joint venture, trust, or other relationship with duties or incidents different from those of parties to an arm's-length contract.

Limitation of liability

- 75. We will not be liable for any loss or damage, however caused (including by our negligence), suffered or incurred by you in connection with any incorrect information contained in an Order or otherwise provided by or on behalf of you to us from time to time.
- 76. Subject to clauses 75, 77, 78, and 80, our liability for any loss or damage, however caused (including by our negligence), suffered or incurred by you in connection with any Contract of which these Terms form part is limited to the sum paid to us by you in respect of that Contract prior to the date you first suffered loss or damage in connection with that Contract.
- 77. The limitation contemplated in clause 76 is an aggregate limit for all claims, whenever made.
- 78. Subject to clause 80, we are not liable for any Excluded Loss, however caused (including by our negligence), suffered or incurred by you in connection with any Contract of which these Terms form part.
- 79. For clarity, and without limiting clauses 75 to 78, the Parties agree that clauses 75 to 78 are to apply in connection with a breach of a Contract, anticipated breach of a Contract, and other conduct regardless of the seriousness or nature of that breach, anticipated breach, or other conduct.
- 80. If the *Competition and Consumer Act 2010* (Cth) or any other legislation provides that there is a guarantee in respect of any Goods or Services supplied in connection with any Contract of which these Terms form part and our liability for failing to comply with that guarantee cannot be excluded but may be limited, clauses 75 to 78 do not apply to that liability and instead our liability for such failure is limited to, in the case of a supply of Goods, us replacing the Goods or supplying equivalent Goods, or in the case of a supply of Services, us supplying the Services again or paying the cost of having the Services supplied again.

Termination of Contract

- 81. We may, with immediate effect, terminate any Contract of which these Terms form part by written notice to you, if:
 - a. you fail to make payment of a deposit required by us or any amount owed to us as and when due;
 - b. you commit a material or persistent breach of these Terms and do not remedy the breach within seven (7) days of receipt of a notice identifying the breach and requiring its remedy; or
 - c. we are no longer able to, for whatever reason, supply the Goods or Services (or any part of the Goods or Services).
- 82. For clarity, termination of any Contract of which these Terms form part will not affect the rights which have already accrued to a Party at the time of termination, whether under that Contract or otherwise.

Costs

- 83. You will pay our costs and disbursements incurred in pursuing any recovery action, or any other claim or remedy, against you, including collection costs, debt recovery fees, bank dishonour fees, and legal costs on a full indemnity basis.

Building Industry Fairness (Security of Payment) Act 2017 (Qld)

- 84. At our sole discretion, if there are any disputes or claims for unpaid Goods or Services, then the provisions of the *Building Industry Fairness (Security of Payment) Act 2017* (Qld) may apply.
- 85. Nothing in these Terms is intended to have the effect of contracting out of any provisions of the *Building Industry Fairness (Security of Payment) Act 2017* (Qld) except to the extent permitted by the Act where applicable.

Force majeure

- 86. We are not liable to you for any delay or failure to perform any obligation under any Contract of which these Terms form part if such delay or failure to perform is due to:
 - a. your failure to:
 - i. make a selection;
 - ii. have the site ready for installation; or
 - iii. notify us that the site is ready.
 - b. a Force Majeure Event.

Variation

- 87. No variation of these Terms, or any Contract of which these Terms form part, requested by you will be effective, unless varied in writing and agreed between the Parties. Clerical errors (such as spelling mistakes, grammatical errors, or numerical errors) may be subject to correction by us without notification.
- 88. We may amend these Terms by notifying you in writing. The amended Terms will apply to any Order placed by you following us notifying you of the amendments.



Subcontracting

89. You acknowledge that we reserve the right to subcontract:

- a. the manufacturing and supply of any part of the Goods to be supplied; and
- b. the Services to be performed (or any part of those Services),

however, any subcontracting of the Goods or Services to be supplied will not relieve us of any of our obligations to you under any Contract of which these Terms form part.

Assignment

90. Neither Party may assign, transfer, or novate its rights or obligations under any Contract of which these Terms form part without the prior written and fully informed consent of the other (which consent must not be unreasonably withheld).

Waiver

91. A waiver of any provision or breach of these Terms, or any Contract of which these Terms form part, will only be effective if made by the affected Party in writing. If a Party elects not to enforce its rights arising as a result of a breach of a Contract, that will not constitute a waiver of any rights in relation to any subsequent or other breach.

Severance

92. If any provision of these Terms, or any Contract of which these Terms form part, is illegal, invalid, or unenforceable, it will be read down so far as necessary to give it a valid and enforceable operation or, if that is not possible, it will be severed from the Contract. Other provisions which are self-sustaining are, and will continue to be, enforceable in accordance with their terms.

Entire agreement

93. Subject to clause 4, the Contract constitutes the entire agreement and understanding between the Parties. All previous negotiations, understandings, representations, warranties, memoranda, or commitments about the subject matter of the Contract are merged in the Contract and are of no further effect. No oral explanation or information provided by a Party to another Party affects the meaning or interpretation of the Contract, or constitutes any collateral agreement, warranty, or understanding.

Governing law

94. These Terms, and any Contract of which these Terms form part, will be governed by and construed in accordance with the laws of Queensland, and the laws of the Commonwealth of Australia in force in Queensland.

95. The Parties submit to the non-exclusive jurisdiction of the courts of Queensland and the relevant federal courts and courts competent to hear appeals from those courts.

Definitions

96. Unless the contrary intention appears, in these Terms:

"Arena Flooring," "we," "us," "our" means Arena Flooring Pty Ltd ACN 647 510 245.

"Australian Consumer Law" means the Australian Consumer Law as set out in Schedule 2 to the *Competition and Consumer Act 2010* (Cth).

"Business Day" means a day that is not a Saturday, Sunday, or public holiday in Brisbane, Australia.

"Contract" means a contract for the supply of Goods or Services, as constituted by our quotation (if any), your Order, and these Terms.

"Credit Facility Terms" means our credit facility terms, as set out in the credit agreement executed by you (where applicable).

"Customer," "you," "your" means the corporation, partnership, person, or other entity acquiring Goods or Services from us.

"Customer Material" means all information provided to us by you (or on your behalf) in the course of us supplying the Goods or Services.

"Excluded Loss" means any:

- a. consequential loss;
- b. loss of revenues;
- c. loss of reputation;
- d. loss of goodwill;
- e. loss of profits;
- f. loss of bargain;
- g. indirect loss;
- h. special loss;
- i. lost opportunities, including opportunities to enter into arrangements with third parties;
- j. loss or damage in connection with claims against you by third parties; or
- k. loss or corruption of data.

"Force Majeure Event" means any act of God, acts, decrees, or regulations of Government Authorities, casualty, fire, explosion, storm, flood, frost or snow, earthquake, embargo, industrial action, strike, lockout, civil commotion, riot, insurrection, war, epidemic or pandemic, damage to or destruction of facilities, equipment or mechanical breakdown, failure of a third-party supplier or service provider, or any other cause beyond our reasonable control.

"Goods" means all goods supplied by us to you (and where the context so permits includes any performance of Services) and as are described on our Tax Invoices, quotation, or any other forms as provided by us to you.

"Government Authority" means:

- a. a government or government department or other body;
- b. a governmental, semi-governmental, or judicial person; or
- c. a person (whether autonomous or not) who is charged with the administration of a law

"GST" has the meaning given to it by the GST Act.

"GST Act" means *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

"Intellectual Property Rights" means all industrial and intellectual property rights throughout the world, whether present or future, and whether protectable by statute, at common law or in equity, including rights in relation to copyright, trade secrets, know how, trade marks (whether registered or unregistered or whether in word or logo/device form), designs, patents and patentable inventions, including the right to apply for registration of any such rights.

"Normal Working Hours" means 07:00am to 5:00pm.

"Order" means a written or oral order placed by you offering to acquire Goods or Services from us.

"Parties" means Arena Flooring and the Customer, and **"Party"** means either one of them.

"Personnel" means officers, employees, and agents engaged by each Party (but does not include the other Party) and, in the case of Arena Flooring, includes its subcontractors (and any employee of those subcontractors).

"Price" means the price payable for the Goods or the Services, as notified by us to you from time to time.

"Services" means all services performed by us (and where the context so permits includes any supply of Goods).

"Tax Invoice" and **"Taxable Supply"** have the same meaning as in the GST Act.

"Terms" means these terms of trade.

"Works" means all literary, artistic, and other works, including all physical works, production materials and subject matter created solely or jointly with others, by us in the course of or in relation to any Contract in which Intellectual Property Rights may subsist and all drafts, variations, alterations, and adaptations of such works or subject matter (whether currently existing or created in the future).

Interpretation

97. If there is any conflict, ambiguity, or inconsistency between any of the documents which comprise a Contract, it is expressly agreed the order of precedence will be (in descending order of precedence):
- a. any additional terms or conditions contained in our quotation (where applicable);
 - b. our Credit Facility Terms (where applicable);
 - c. these Terms; and
 - d. any other documents issued by us.
98. Unless the contrary intention appears, a reference to:
- a. these Terms or another document includes any variation or replacement of them notwithstanding any change in the identity of the Parties;
 - b. a reference to a clause is a reference to a clause contained in these Terms;
 - c. the singular includes the plural and vice versa;
 - d. "right" includes a benefit, remedy, authority, discretion, or power;
 - e. "information" is to information of any kind in any form or medium, whether formal or informal, written or unwritten (e.g. computer software or programs, concepts, data, plans, reports, drawings, specifications, ideas, knowledge, procedures, source codes or object codes, technology or trade secrets);
 - f. "person" includes a natural person, partnership, body corporate, association, joint venture, Government Authority, or other entity;
 - g. a person includes the person's successors, executors, administrators, substitutes (including a person who becomes a Party by novation), and assigns; and
 - h. any statute, ordinance, code, or other law includes regulations and other statutory instruments under any of them and consolidations, amendments, re-enactments, or replacement of any of them.
99. Headings are for convenience only and will not affect the interpretation of these Terms.
100. The meaning of general words is not limited by specific examples introduced by including, for example, or similar expressions.
101. The expressions "in writing" or "written" means any expression of information in words, numbers, or other symbols, which can be read, reproduced, and later communicated, and includes electronically transmitted and stored information.
102. Where two or more persons are defined as a Party in these Terms, that term means each of the persons jointly, each of them severally, and any two or more of them jointly.
103. An agreement, covenant, obligation, representation, or warranty on the part of two or more persons binds them jointly and severally and an agreement, covenant, obligation, representation, or warranty in favour of two or more persons is for the benefit of them jointly and severally.
104. Unless specified otherwise, all reference to sums of money is in terms of Australian currency (AUD), and all documents and correspondence between the Parties will be in the English language.
105. Nothing in these Terms is to be read or construed to purport to exclude, restrict, or modify or have the effect of excluding, restricting, or modifying the application in relation to the supply of Goods or Services all or any of the provisions the *Competition and Consumer Act 2010* (Cth) or any other law which cannot be excluded, restricted, or modified.

