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## Downs Water Warehouse – Terms & Conditions of Trade

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### 1. Definitions

- 1.1 “Contract” means the terms and conditions contained herein, together with any quotation, order, invoice or other document or amendments expressed to be supplemental to this Contract.
- 1.2 “DWW” means Downs Water Warehouse Pty Ltd ATF Downs Water Warehouse Unit Trust T/A Downs Water Warehouse, its successors and assigns or any person acting on behalf of and with the authority of Downs Water Warehouse Pty Ltd ATF Downs Water Warehouse Unit Trust T/A Downs Water Warehouse.
- 1.3 “Customer” means the person/s, entities or any person acting on behalf of and with the authority of the Customer requesting to purchase the Goods (and/or hiring Equipment) from DWW, as specified in any proposal, quotation, order, invoice or other documentation, and:
- (a) if there is more than one Customer, is a reference to each Customer jointly and severally; and
  - (b) if the Customer is a partnership, it shall bind each partner jointly and severally; and
  - (c) if the Customer is a part of a Trust, shall be bound in their capacity as a trustee; and
  - (d) includes the Customer’s executors, administrators, successors and permitted assigns.
- 1.4 “Goods” means all Goods or Services supplied by DWW to the Customer at the Customer’s request from time to time (where the context so permits the terms ‘Goods’ or ‘Services’ shall be interchangeable for the other).
- 1.5 “Equipment” means all Equipment including any accessories supplied on hire by DWW to the Customer (and where the context so permits shall include any supply of Services). The Equipment shall be as described on the invoices, quotation, authority to hire, or any other work authorisation form provided by DWW to the Customer.
- 1.6 “Confidential Information” means information of a confidential nature whether oral, written or in electronic form including, but not limited to, this Contract, either party’s intellectual property, operational information, know-how, trade secrets, financial and commercial affairs, contracts, client information (including but not limited to, “**Personal Information**” such as: name, address, D.O.B, occupation, driver’s license details, electronic contact (email, Facebook or Twitter details), medical insurance details or next of kin and other contact information (where applicable), previous credit applications, credit history) and pricing details.
- 1.7 “Cookies” means small files which are stored on a user’s computer. They are designed to hold a modest amount of data (including Personal Information) specific to a particular client and website, and can be accessed either by the web server or the client’s computer. **If the Customer does not wish to allow Cookies to operate in the background when ordering from the website, then the Customer shall have the right to enable / disable the Cookies first by selecting the option to enable / disable provided on the website, prior to ordering Goods via the website.**
- 1.8 “Price” means the Price payable (plus any GST where applicable) for the Goods and/or Equipment hire as agreed between DWW and the Customer in accordance with clause 5 below.
- 1.9 “GST” means Goods and Services Tax (GST) as defined within the “A New Tax System (Goods and Services Tax) Act 1999”.

### 2. Acceptance

- 2.1 The Customer is taken to have exclusively accepted and is immediately bound, jointly and severally, by these terms and conditions if the Customer places an order for or accepts delivery of the Goods/Equipment.
- 2.2 In the event of any inconsistency between the terms and conditions of this Contract and any other prior document or schedule that the parties have entered into, the terms of this Contract shall prevail.
- 2.3 Any amendment to the terms and conditions contained in this Contract may only be amended in writing by the consent of both parties.
- 2.4 The Customer acknowledges that the supply of Goods on credit shall not take effect until the Customer has completed a credit application with DWW and it has been approved with a credit limit established for the account.
- 2.5 In the event that the supply of Goods request exceeds the Customers credit limit and/or the account exceeds the payment terms, DWW reserves the right to refuse Delivery.
- 2.6 The Customer acknowledges and accepts that DWW at their discretion, reserves the right not to supply Goods for any reason (including but not limited to, where the Goods are not or cease to be available, account disputes or conditions placed on DWW by their DWWs). DWW shall not be liable to the Customer for any loss or damage the Customer suffers due to DWW exercising its rights under this clause.

### 3. Electronic Transactions (Queensland) Act 2001

- 3.1 Electronic signatures shall be deemed to be accepted by either party providing that the parties have complied with Section 14 of the Electronic Transactions (Queensland) Act 2001 or any other applicable provisions of that Act or any Regulations referred to in that Act.

### 4. Change in Control

- 4.1 The Customer shall give DWW not less than fourteen (14) days prior written notice of any proposed change of ownership of the Customer and/or any other change in the Customer’s details (including but not limited to, changes in the Customer’s name, address, contact phone or fax number/s, or business practice). The Customer shall be liable for any loss incurred by DWW as a result of the Customer’s failure to comply with this clause.

### 5. Price and Payment

- 5.1 At DWW’s sole discretion the Price shall be either:
- (a) as indicated on any invoice provided by DWW to the Customer; or
  - (b) the Price as at the date of delivery of the Goods/Equipment according to DWW’s current price list; or
  - (c) DWW’s quoted price (subject to clause 5.2) which will be valid for the period stated in the quotation or otherwise for a period of thirty (30) days.
- 5.2 DWW reserves the right to change the Price if a variation to DWW’s quotation is requested. Any variation from the plan of scheduled Services or specifications of the Goods/Equipment (including, but not limited to, any variation as a result of fluctuations in currency exchange rates or increases to DWW in the cost of taxes, levies, materials and labour) will be charged for on the basis of DWW’s quotation and will be shown as variations on the invoice. The Customer shall be required to respond to any variation submitted by DWW within ten (10) working days. Failure to do so will entitle DWW to add the cost of the variation to the Price. Payment for all variations must be made in full at the time of their completion.
- 5.3 At DWW’s sole discretion a non-refundable deposit may be required.

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## Downs Water Warehouse – Terms & Conditions of Trade

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- 5.4 Time for payment for the Goods/Equipment being of the essence, the Price will be payable by the Customer on the date/s determined by DWW, which may be:
- (a) on delivery of the Goods/Equipment;
  - (b) before delivery of the Goods/Equipment;
  - (c) thirty (30) days following the end of the month in which a statement is posted to the Customer's address or address for notices;
  - (d) the date specified on any invoice or other form as being the date for payment; or
  - (e) failing any notice to the contrary, the date which is seven (7) days following the date of any invoice given to the Customer by DWW.
- 5.5 Payment may be made by cash, cheque, bank cheque, electronic/on-line banking, credit card (plus a surcharge of up to two and a half percent (2.5%) of the Price), or by any other method as agreed to between the Customer and DWW.
- 5.6 The DWW may in its discretion allocate any payment received from the Customer towards any invoice that DWW determines and may do so at the time of receipt or at any time afterwards. On any default by the Customer DWW may re-allocate any payments previously received and allocated. In the absence of any payment allocation by DWW, payment will be deemed to be allocated in such manner as preserves the maximum value of DWW's Purchase Money Security Interest (as defined in the PPSA) in the Goods.
- 5.7 The Customer shall not be entitled to set off against, or deduct from the Price, any sums owed or claimed to be owed to the Customer by DWW nor to withhold payment of any invoice because part of that invoice is in dispute.
- 5.8 Unless otherwise stated the Price does not include GST. In addition to the Price the Customer must pay to DWW an amount equal to any GST DWW must pay for any supply by DWW under this or any other agreement for the sale of the Goods/hire of the Equipment. The Customer must pay GST, without deduction or set off of any other amounts, at the same time and on the same basis as the Customer pays the Price. In addition the Customer must pay any other taxes and duties that may be applicable in addition to the Price except where they are expressly included in the Price.
- 6. Delivery of Goods/Equipment**
- 6.1 Delivery ("**Delivery**") of the Goods/Equipment is taken to occur at the time that:
- (a) the Customer or the Customer's nominated carrier takes possession of the Goods/Equipment at DWW's address; or
  - (b) DWW (or DWW's nominated carrier) delivers the Goods/Equipment to the Customer's nominated address even if the Customer is not present at the address.
- 6.2 At DWW's sole discretion the cost of delivery is either included in the Price or is in addition to the Price.
- 6.3 The Customer must take delivery by receipt or collection of the Goods/Equipment whenever either is tendered for delivery. In the event that the Customer is unable to take delivery of the Goods/Equipment as arranged then DWW shall be entitled to charge a reasonable fee for redelivery of the Goods/Equipment and/or the storage of the Goods.
- 6.4 Any time or date given by DWW to the Customer is an estimate only. The Customer must still accept delivery of the Goods/Equipment even if late and DWW will not be liable for any loss or damage incurred by the Customer as a result of the delivery being late.
- 7. Risk**
- 7.1 Risk of damage to or loss of the Goods passes to the Customer on Delivery and the Customer must insure the Goods on or before Delivery.
- 7.2 If any of the Goods are damaged or destroyed following delivery but prior to ownership passing to the Customer, DWW is entitled to receive all insurance proceeds payable for the Goods. The production of these terms and conditions by DWW is sufficient evidence of DWW's rights to receive the insurance proceeds without the need for any person dealing with DWW to make further enquiries.
- 7.3 If the Customer requests DWW to leave Goods outside DWW's premises for collection or to deliver the Goods to an unattended location then such Goods shall be left at the Customer's sole risk.
- 7.4 Any advice, recommendation, information, assistance or service provided by DWW in relation to Goods or Services supplied is given in good faith, is based on DWW's own knowledge and experience and shall be accepted without liability on the part of DWW, and it shall be the responsibility of the Customer to confirm the accuracy and reliability of the same in light of the use to which the Customer makes or intends to make of the Goods or Services.
- 8. Title To Goods**
- 8.1 DWW and the Customer agree that ownership of the Goods shall not pass until:
- (a) the Customer has paid DWW all amounts owing to DWW; and
  - (b) the Customer has met all of its other obligations to DWW.
- 8.2 Receipt by DWW of any form of payment other than cash shall not be deemed to be payment until that form of payment has been honoured, cleared or recognised.
- 8.3 It is further agreed that:
- (a) until ownership of the Goods passes to the Customer in accordance with clause 8.1 that the Customer is only a bailee of the Goods and must return the Goods to DWW on request.
  - (b) the Customer holds the benefit of the Customer's insurance of the Goods on trust for DWW and must pay to DWW the proceeds of any insurance in the event of the Goods being lost, damaged or destroyed.
  - (c) the Customer must not sell, dispose, or otherwise part with possession of the Goods other than in the ordinary course of business and for market value. If the Customer sells, disposes or parts with possession of the Goods then the Customer must hold the proceeds of any such act on trust for DWW and must pay or deliver the proceeds to DWW on demand.
  - (d) the Customer should not convert or process the Goods or intermix them with other goods but if the Customer does so then the Customer holds the resulting product on trust for the benefit of DWW and must sell, dispose of or return the resulting product to DWW as it so directs.
  - (e) the Customer irrevocably authorises DWW to enter any premises where DWW believes the Goods are kept and recover possession of the Goods.
  - (f) DWW may recover possession of any Goods in transit whether or not delivery has occurred.
  - (g) the Customer shall not charge or grant an encumbrance over the Goods nor grant nor otherwise give away any interest in the Goods while they remain the property of DWW.

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## Downs Water Warehouse – Terms & Conditions of Trade

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(h) DWW may commence proceedings to recover the Price of the Goods sold notwithstanding that ownership of the Goods has not passed to the Customer.

### 9. Personal Property Securities Act 2009 (“PPSA”)

- 9.1 In this clause financing statement, financing change statement, security agreement, and security interest has the meaning given to it by the PPSA.
- 9.2 Upon assenting to these terms and conditions in writing the Customer acknowledges and agrees that these terms and conditions constitute a security agreement for the purposes of the PPSA and creates a security interest in all Goods/Equipment and/or collateral (account) – being a monetary obligation of the Customer to DWW for Services – that have previously been supplied and that will be supplied in the future by DWW to the Customer.
- 9.3 The Customer undertakes to:
- (a) promptly sign any further documents and/or provide any further information (such information to be complete, accurate and up-to-date in all respects) which DWW may reasonably require to;
    - (i) register a financing statement or financing change statement in relation to a security interest on the Personal Property Securities Register;
    - (ii) register any other document required to be registered by the PPSA; or
    - (iii) correct a defect in a statement referred to in clause 9.2(a)(i) or 9.2(a)(ii);
  - (b) indemnify, and upon demand reimburse, DWW for all expenses incurred in registering a financing statement or financing change statement on the Personal Property Securities Register established by the PPSA or releasing any Goods/Equipment charged thereby;
  - (c) not register a financing change statement in respect of a security interest without the prior written consent of DWW;
  - (d) not register, or permit to be registered, a financing statement or a financing change statement in relation to the Goods/Equipment and/or collateral (account) in favour of a third party without the prior written consent of DWW;
  - (e) immediately advise DWW of any material change in its business practices of selling Goods which would result in a change in the nature of proceeds derived from such sales.
- 9.4 DWW and the Customer agree that sections 96, 115 and 125 of the PPSA do not apply to the security agreement created by these terms and conditions.
- 9.5 The Customer waives their rights to receive notices under sections 95, 118, 121(4), 130, 132(3)(d) and 132(4) of the PPSA.
- 9.6 The Customer waives their rights as a grantor and/or a debtor under sections 142 and 143 of the PPSA.
- 9.7 Unless otherwise agreed to in writing by DWW, the Customer waives their right to receive a verification statement in accordance with section 157 of the PPSA.
- 9.8 The Customer must unconditionally ratify any actions taken by DWW under clauses 9.2 to 9.5.
- 9.9 Subject to any express provisions to the contrary (including those contained in this clause 9) nothing in these terms and conditions is intended to have the effect of contracting out of any of the provisions of the PPSA.

### 10. Security and Charge

- 10.1 In consideration of DWW agreeing to supply the Goods/Equipment, the Customer charges all of its rights, title and interest (whether joint or several) in any land, realty or other assets capable of being charged, owned by the Customer either now or in the future, to secure the performance by the Customer of its obligations under these terms and conditions (including, but not limited to, the payment of any money).
- 10.2 The Customer indemnifies DWW from and against all DWW's costs and disbursements including legal costs on a solicitor and own client basis incurred in exercising DWW's rights under this clause.
- 10.3 The Customer irrevocably appoints DWW and each director of DWW as the Customer's true and lawful attorney/s to perform all necessary acts to give effect to the provisions of this clause 10 including, but not limited to, signing any document on the Customer's behalf.

### 11. Defects, Warranties and Returns, Competition and Consumer Act 2010 (CCA)

- 11.1 The Customer must inspect the Goods/Equipment on delivery and must within seven (7) days of delivery notify DWW in writing of any evident defect/damage, shortage in quantity, or failure to comply with the description or quote. The Customer must notify any other alleged defect in the Goods/Equipment as soon as reasonably possible after any such defect becomes evident. Upon such notification the Customer must allow DWW to inspect the Goods/Equipment.
- 11.2 Under applicable State, Territory and Commonwealth Law (including, without limitation the CCA), certain statutory implied guarantees and warranties (including, without limitation the statutory guarantees under the CCA) may be implied into these terms and conditions (**Non-Excluded Guarantees**).
- 11.3 DWW acknowledges that nothing in these terms and conditions purports to modify or exclude the Non-Excluded Guarantees.
- 11.4 Except as expressly set out in these terms and conditions or in respect of the Non-Excluded Guarantees, DWW makes no warranties or other representations under these terms and conditions including but not limited to the quality or suitability of the Goods/Equipment. DWW's liability in respect of these warranties is limited to the fullest extent permitted by law.
- 11.5 If the Customer is a consumer within the meaning of the CCA, DWW's liability is limited to the extent permitted by section 64A of Schedule 2.
- 11.6 If DWW is required to replace the Goods under this clause or the CCA, but is unable to do so, DWW may refund any money the Customer has paid for the Goods.
- 11.7 If the Customer is not a consumer within the meaning of the CCA, DWW's liability for any defect or damage in the Goods is:
- (a) limited to the value of any express warranty or warranty card provided to the Customer by DWW at DWW's sole discretion;
  - (b) limited to any warranty to which DWW is entitled, if DWW did not manufacture the Goods;
  - (c) otherwise negated absolutely.
- 11.8 Subject to this clause 11, returns will only be accepted provided that:
- (a) the Customer has complied with the provisions of clause 11.1; and
  - (b) DWW has agreed that the Goods are defective; and
  - (c) the Goods are returned within a reasonable time at the Customer's cost (if that cost is not significant); and
  - (d) the Goods are returned in as close a condition to that in which they were delivered as is possible.
- 11.9 Notwithstanding clauses 11.1 to 11.8 but subject to the CCA, DWW shall not be liable for any defect or damage which may be caused or partly caused by or arise as a result of:

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## Downs Water Warehouse – Terms & Conditions of Trade

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- (a) the Customer failing to properly maintain or store any Goods/Equipment;
  - (b) the Customer using the Goods/Equipment for any purpose other than that for which they were designed;
  - (c) the Customer continuing the use of the Goods/Equipment after any defect became apparent or should have become apparent to a reasonably prudent operator or user;
  - (d) the Customer failing to follow any instructions or guidelines provided by DWW;
  - (e) fair wear and tear, any accident, or act of God.
- 11.10 DWW may in its absolute discretion accept non-defective Goods for return in which case DWW may require the Customer to pay handling fees of up to twenty percent (20%) of the value of the returned Goods plus any freight costs.
- 11.11 Notwithstanding anything contained in this clause if DWW is required by a law to accept a return then DWW will only accept a return on the conditions imposed by that law.

### 12. Intellectual Property

- 12.1 Where DWW has designed, drawn or developed Goods/Equipment for the Customer, then the copyright in any designs and drawings and documents shall remain the property of DWW. Under no circumstances may such designs, drawings and documents be used without the express written approval of DWW.
- 12.2 The Customer warrants that all designs, specifications or instructions given to DWW will not cause DWW to infringe any patent, registered design or trademark in the execution of the Customer's order and the Customer agrees to indemnify DWW against any action taken by a third party against DWW in respect of any such infringement.
- 12.3 The Customer agrees that DWW may (at no cost) use for the purposes of marketing or entry into any competition, any documents, designs, drawings or Goods which DWW has created for the Customer.

### 13. Default and Consequences of Default

- 13.1 Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of two and a half percent (2.5%) per calendar month (and at DWW's sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.
- 13.2 If the Customer owes DWW any money the Customer shall indemnify DWW from and against all costs and disbursements incurred by DWW in recovering the debt (including but not limited to internal administration fees, legal costs on a solicitor and own client basis, DWW's contract default fee, and bank dishonour fees).
- 13.3 Further to any other rights or remedies DWW may have under this Contract, if a Customer has made payment to DWW, and the transaction is subsequently reversed, the Customer shall be liable for the amount of the reversed transaction, in addition to any further costs incurred by DWW under this clause 13 where it can be proven that such reversal is found to be illegal, fraudulent or in contravention to the Customer's obligations under this agreement.
- 13.4 Without prejudice to any other remedies DWW may have, if at any time the Customer is in breach of any obligation (including those relating to payment) under these terms and conditions DWW may suspend or terminate the supply of Goods/Equipment to the Customer. DWW will not be liable to the Customer for any loss or damage the Customer suffers because DWW has exercised its rights under this clause.
- 13.5 Without prejudice to DWW's other remedies at law DWW shall be entitled to cancel all or any part of any order of the Customer which remains unfulfilled and all amounts owing to DWW shall, whether or not due for payment, become immediately payable if:
- (a) any money payable to DWW becomes overdue, or in DWW's opinion the Customer will be unable to make a payment when it falls due;
  - (b) the Customer has exceeded any applicable credit limit provided by DWW;
  - (c) the Customer 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
  - (d) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Customer or any asset of the Customer.

### 14. Cancellation

- 14.1 Without prejudice to any other remedies DWW may have, if at any time the Customer is in breach of any obligation (including those relating to payment) under these terms and conditions DWW may suspend or terminate the supply of Goods/Equipment to the Customer. DWW will not be liable to the Customer for any loss or damage the Customer suffers because DWW has exercised its rights under this clause.
- 14.2 DWW may cancel any contract to which these terms and conditions apply or cancel delivery of Goods/Equipment at any time before the Goods/Equipment are due to be delivered by giving written notice to the Customer. On giving such notice DWW shall repay to the Customer any money paid by the Customer for the Goods/Equipment. DWW shall not be liable for any loss or damage whatsoever arising from such cancellation.
- 14.3 In the event that the Customer cancels delivery of the Goods/Equipment the Customer shall be liable for any and all loss incurred (whether direct or indirect) by DWW as a direct result of the cancellation (including, but not limited to, any loss of profits).
- 14.4 Cancellation of orders for Goods/Equipment made to the Customer's specifications, or for non-stocklist items, will definitely not be accepted once production has commenced, or an order has been placed.

### 15. Dispute Resolution

- 15.1 If a dispute arises between the parties to this Contract then either party shall send to the other party a notice of dispute in writing adequately identifying and providing details of the dispute. Within fourteen (14) days after service of a notice of dispute, the parties shall confer at least once, to attempt to resolve the dispute. At any such conference each party shall be represented by a person having authority to agree to a resolution of the dispute. In the event that the dispute cannot be so resolved either party may by further notice in writing delivered by hand or sent by certified mail to the other party refer such dispute to arbitration. Any arbitration shall be:
- (a) referred to a single arbitrator to be nominated by the President of the Institute of Arbitrators Australia; and
  - (b) conducted in accordance with the Institute of Arbitrators Australia Rules for the Conduct of Commercial Arbitration.

### 16. Privacy Policy

- 16.1 All emails, documents, images or other recorded information held or used by DWW is Personal Information, as defined and referred to in clause 16.3, and therefore considered Confidential Information. The DWW acknowledges its obligation in relation to the handling, use,

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## Downs Water Warehouse – Terms & Conditions of Trade

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disclosure and processing of Personal Information pursuant to the Privacy Act 1988 (“the Act”) including the Part IIIC of the Act being Privacy Amendment (Notifiable Data Breaches) Act 2017 (NDB) and any statutory requirements, where relevant in a European Economic Area (“EEA”), under the EU Data Privacy Laws (including the General Data Protection Regulation “GDPR”) (collectively, “EU Data Privacy Laws”). The DWW acknowledges that in the event it becomes aware of any data breaches and/or disclosure of the Customers Personal Information, held by DWW that may result in serious harm to the Customer, DWW will notify the Customer in accordance with the Act and/or the GDPR. Any release of such Personal Information must be in accordance with the Act and the GDPR (where relevant) and must be approved by the Customer by written consent, unless subject to an operation of law.

- 16.2 Notwithstanding clause 16.1, privacy limitations will extend to DWW in respect of Cookies where transactions for purchases/orders transpire directly from DWW’s website. The DWW agrees to display reference to such Cookies and/or similar tracking technologies, such as pixels and web beacons (if applicable), such technology allows the collection of Personal Information such as the Customer’s:
- (a) IP address, browser, email client type and other similar details;
  - (b) tracking website usage and traffic; and
  - (c) reports are available to DWW when DWW sends an email to the Customer, so DWW may collect and review that information (“collectively Personal Information”)
- In order to enable / disable the collection of Personal Information by way of Cookies, the Customer shall have the right to enable / disable the Cookies first by selecting the option to enable / disable, provided on the website prior to proceeding with a purchase/order via DWW’s website.
- 16.3 The Customer agrees for DWW to obtain from a credit reporting body (CRB) a credit report containing personal credit information (e.g. name, address, D.O.B, occupation, driver’s license details, electronic contact (email, Facebook or Twitter details), medical insurance details or next of kin and other contact information (where applicable), previous credit applications, credit history) about the Customer in relation to credit provided by DWW.
- 16.4 The Customer agrees that DWW may exchange information about the Customer with those credit providers and with related body corporates for the following purposes:
- (a) to assess an application by the Customer; and/or
  - (b) to notify other credit providers of a default by the Customer; and/or
  - (c) to exchange information with other credit providers as to the status of this credit account, where the Customer is in default with other credit providers; and/or
  - (d) to assess the creditworthiness of the Customer including the Customer’s repayment history in the preceding two (2) years.
- 16.5 The Customer consents to DWW being given a consumer credit report to collect overdue payment on commercial credit.
- 16.6 The Customer agrees that personal credit information provided may be used and retained by DWW for the following purposes (and for other agreed purposes or required by):
- (a) the provision of Goods; and/or
  - (b) analysing, verifying and/or checking the Customer’s credit, payment and/or status in relation to the provision of Goods; and/or
  - (c) processing of any payment instructions, direct debit facilities and/or credit facilities requested by the Customer; and/or
  - (d) enabling the collection of amounts outstanding in relation to the Goods.
- 16.7 The DWW may give information about the Customer to a CRB for the following purposes:
- (a) to obtain a consumer credit report;
  - (b) allow the CRB to create or maintain a credit information file about the Customer including credit history.
- 16.8 The information given to the CRB may include:
- (a) Personal Information as outlined in 16.3 above;
  - (b) name of the credit provider and that DWW is a current credit provider to the Customer;
  - (c) whether the credit provider is a licensee;
  - (d) type of consumer credit;
  - (e) details concerning the Customer’s application for credit or commercial credit (e.g. date of commencement/termination of the credit account and the amount requested);
  - (f) advice of consumer credit defaults, overdue accounts, loan repayments or outstanding monies which are overdue by more than sixty (60) days and for which written notice for request of payment has been made and debt recovery action commenced or alternatively that the Customer no longer has any overdue accounts and DWW has been paid or otherwise discharged and all details surrounding that discharge (e.g. dates of payments);
  - (g) information that, in the opinion of DWW, the Customer has committed a serious credit infringement;
  - (h) advice that the amount of the Customer’s overdue payment is equal to or more than one hundred and fifty dollars (\$150).
- 16.9 The Customer shall have the right to request (by e-mail) from DWW:
- (a) a copy of the Personal Information about the Customer retained by DWW and the right to request that DWW correct any incorrect Personal Information; and
  - (b) that DWW does not disclose any Personal Information about the Customer for the purpose of direct marketing.
- 16.10 The DWW will destroy Personal Information upon the Customer’s request (by e-mail) or if it is no longer required unless it is required in order to fulfil the obligations of this Contract or is required to be maintained and/or stored in accordance with the law.
- 16.11 The Customer can make a privacy complaint by contacting DWW via e-mail. The DWW will respond to that complaint within seven (7) days of receipt and will take all reasonable steps to make a decision as to the complaint within thirty (30) days of receipt of the complaint. In the event that the Customer is not satisfied with the resolution provided, the Customer can make a complaint to the Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)

## 17. Equipment Hire

- 17.1 Equipment shall at all times remain the property of DWW and is returnable on demand by DWW. In the event that Equipment is not returned to DWW in the condition in which it was delivered DWW retains the right to charge the Customer the full cost of repairing the Equipment. In the event that Equipment is not returned at all DWW shall have right to charge the Customer the full cost of replacing the Equipment.
- 17.2 The Customer shall;

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## Downs Water Warehouse – Terms & Conditions of Trade

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- (a) keep the Equipment in their own possession and control and shall not assign the benefit of the Equipment nor be entitled to a lien over the Equipment.
  - (b) not alter or make any additions to the Equipment including but without limitation altering, make any additions to, defacing or erasing any identifying mark, plate or number on or in the Equipment or in any other manner interfere with the Equipment.
  - (c) keep the Equipment, complete with all parts and accessories, clean and in good order as delivered, and shall comply with any maintenance schedule as advised by DWW to the Customer.
- 17.3 The Customer accepts full responsibility for the safekeeping of the Equipment and the Customer agrees to insure, or self insure, DWW's interest in the Equipment and agrees to indemnify DWW against physical loss or damage including, but not limited to, the perils of accident, fire, theft and burglary and all other usual risks and will effect adequate Public Liability Insurance covering any loss, damage or injury to property or persons arising out of the use of the Equipment. Further the Customer will not use the Equipment nor permit it to be used in such a manner as would permit an insurer to decline any claim.
- 18. Service of Notices**
- 18.1 Any written notice given under this Contract shall be deemed to have been given and received:
- (a) by handing the notice to the other party, in person;
  - (b) by leaving it at the address of the other party as stated in this Contract;
  - (c) by sending it by registered post to the address of the other party as stated in this Contract;
  - (d) if sent by facsimile transmission to the fax number of the other party as stated in this Contract (if any), on receipt of confirmation of the transmission;
  - (e) if sent by email to the other party's last known email address.
- 18.2 Any notice that is posted shall be deemed to have been served, unless the contrary is shown, at the time when by the ordinary course of post, the notice would have been delivered.
- 19. General**
- 19.1 The failure by either party to enforce any provision of these terms and conditions shall not be treated as a waiver of that provision, nor shall it affect that party's right to subsequently enforce that provision. If any provision of these terms and conditions shall be invalid, void, illegal or unenforceable the validity, existence, legality and enforceability of the remaining provisions shall not be affected, prejudiced or impaired.
- 19.2 These terms and conditions and any contract to which they apply shall be governed by the laws of Queensland, the state in which DWW has its principal place of business, and are subject to the jurisdiction of the Toowoomba courts in that state.
- 19.3 Subject to clause 11 DWW shall be under no liability whatsoever to the Customer for any indirect and/or consequential loss and/or expense (including loss of profit) suffered by the Customer arising out of a breach by DWW of these terms and conditions (alternatively DWW's liability shall be limited to damages which under no circumstances shall exceed the Price of the Goods/Equipment hire).
- 19.4 DWW may licence and/or assign all or any part of its rights and/or obligations under this Contract without the Customer's consent.
- 19.5 The Customer cannot licence or assign without the written approval of DWW.
- 19.6 DWW may elect to subcontract out any part of the Services but shall not be relieved from any liability or obligation under this Contract by so doing. Furthermore, the Customer agrees and understands that they have no authority to give any instruction to any of DWW's sub-contractors without the authority of DWW.
- 19.7 The Customer agrees that DWW may amend their general terms and conditions for subsequent future contracts with the Customer by disclosing such to the Customer in writing. These changes shall be deemed to take effect from the date on which the Customer accepts such changes, or otherwise at such time as the Customer makes a further request for DWW to provide Goods to the Customer.
- 19.8 Neither party shall be liable for any default due to any act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, storm or other event beyond the reasonable control of either party.
- 19.9 Both parties warrant that they have the power to enter into this agreement and have obtained all necessary authorisations to allow them to do so, they are not insolvent and that this agreement creates binding and valid legal obligations on them.