

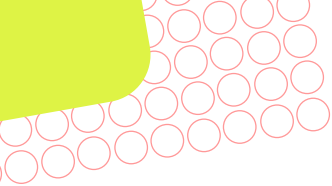
Freight Terms & Conditions

Effective Date: 1-January-2026

These Freight Terms & Conditions apply to all goods supplied and delivered by S-Tech Holdings Pty Ltd ("we", "us" or "our") and form part of our quotation, order and terms of trade.

1. Freight Charges

- 1.1 Unless otherwise stated in writing, freight charges are based on delivery to a business address within the agreed delivery area.
- 1.2 Freight charges may vary depending on the type, size, weight and quantity of goods being delivered.
- 1.3 Standard carton deliveries do not require forklift unloading unless otherwise advised.
- 1.4 Deliveries containing palletised stock, poles, cages or other bulky or heavy items requiring mechanical unloading must have a suitable forklift and authorised operator available at the delivery address.
- 1.5 Freight charges do not include additional services such as tailgate unloading, crane unloading, hand unloading, carrying goods inside a building, placement of goods at a specific location, or other specialised delivery requirements unless specifically agreed and quoted.



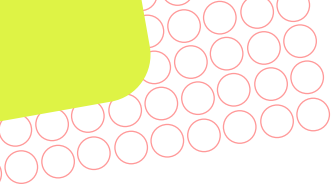
- 1.6 Where additional freight or carrier charges are incurred due to requirements outside the standard delivery conditions, these charges may be passed on to the customer.

2. Delivery Addresses

- 2.1 Residential addresses are not accepted for standard freight deliveries.
- 2.2 Delivery to a residential address will only be permitted where specifically agreed by us in writing prior to dispatch.
- 2.3 Where a residential delivery is approved, any additional freight, handling, tailgate, delivery or other charges imposed by the freight carrier will be charged to the customer.
- 2.4 The customer is responsible for providing a complete and accurate delivery address, including business name, contact name and telephone number where required.

3. Delivery Access and Unloading

- 3.1 The customer is responsible for ensuring that the delivery address has suitable access for the freight vehicle and appropriate facilities to safely unload the goods.
- 3.2 Where the delivery includes palletised stock, poles, cages or other goods requiring mechanical unloading, the customer must provide a suitable forklift and authorised operator capable of safely unloading the goods from the delivery vehicle.
- 3.3 The forklift must have sufficient capacity and reach to safely unload the goods being delivered.
- 3.4 Where a suitable forklift or unloading facility is not available, the freight carrier may be unable to complete the delivery.



3.5 Any additional charges resulting from an inability to safely complete the delivery, including waiting time, re-delivery, return freight or other carrier charges, may be charged to the customer.

3.6 The freight carrier and/or driver may refuse to complete a delivery where, in their reasonable opinion, the delivery location is unsafe or unsuitable for the vehicle or unloading of the goods.

4. Delivery Instructions

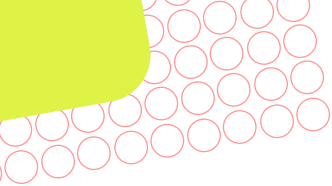
4.1 Any special delivery requirements must be advised to us before the goods are dispatched.

4.2 Special requirements may include, but are not limited to:

- Tailgate delivery
- Crane or specialised unloading
- Restricted-access sites
- Delivery to construction sites
- Specific delivery time requirements
- Hand unloading
- Delivery to locations without forklift facilities
- Delivery to upper floors or inside buildings.

4.3 We will confirm whether any special delivery requirement can be accommodated and whether additional charges apply.

4.4 The customer must not provide special delivery instructions directly to the freight carrier without first obtaining our approval where those instructions may result in additional charges.



5. Missed or Failed Deliveries

5.1 The customer is responsible for ensuring that an authorised person is available to receive the goods and that the delivery location is accessible at the time of delivery

5.2 Additional charges may apply where a delivery cannot be completed due to circumstances attributable to the customer, including:

- No authorised person available to receive the goods
- No forklift or suitable unloading equipment available
- Incorrect or incomplete delivery address
- Restricted or unsuitable access
- Customer refusing or being unable to accept the goods
- Site closure or inability to access the delivery location
- Failure to comply with agreed delivery requirements.

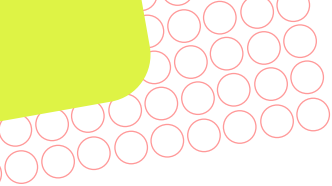
5.3 Any re-delivery, storage, waiting time, return freight or other carrier charges resulting from a failed delivery may be charged to the customer.

6. Rejected Deliveries

6.1 Customers must not reject or refuse delivery of goods without first contacting us.

6.2 Where goods are rejected for reasons attributable to the customer, including incorrect ordering, change of mind, lack of unloading facilities or failure to meet agreed delivery requirements, the customer may be responsible for all resulting freight, return freight, storage and re-delivery costs.

6.3 If goods are rejected due to suspected damage or an apparent freight issue, the customer should record the issue on the carrier's delivery documentation and contact us as soon as possible.



7. Delivery Times

7.1 Any delivery date or timeframe provided by us or the freight carrier is an estimate only unless specifically agreed otherwise in writing.

7.2 Delivery times may be affected by freight availability, carrier capacity, weather, road conditions, public holidays, industrial action, unforeseen events or other circumstances outside our reasonable control.

7.3 We will use reasonable efforts to assist with delivery timeframes but will not be responsible for delays caused by the freight carrier or circumstances outside our reasonable control.

8. Customer Responsibility Upon Delivery

8.1 The customer is responsible for inspecting the goods and packaging at the time of delivery.

8.2 Where goods or packaging appear damaged, the customer should:

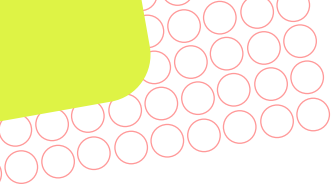
- Note the damage on the carrier's delivery documentation before signing; and
- Take photographs of the damaged packaging and/or goods; and
- Notify us as soon as reasonably practicable.

8.3 Failure to note visible damage at the time of delivery may affect our ability to recover costs from the freight carrier. This does not limit any rights the customer may have under applicable Australian consumer law.

9. Storage and Delayed Delivery

9.1 Where goods have been dispatched but cannot be delivered due to circumstances attributable to the customer, the customer may be responsible for any storage, re-delivery, handling or other charges incurred.

9.2 Where goods are ready for dispatch but the customer requests that delivery be delayed, we may charge reasonable storage or additional handling costs where applicable.

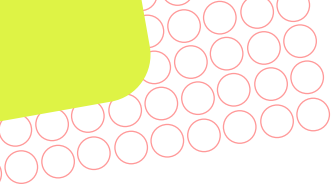


10. Authority to Leave Goods

- 10.1 Goods will not be left unattended unless the customer has provided clear authority for the carrier to do so and the carrier is able to safely complete the delivery.
- 10.2 Where authority to leave goods has been provided, the customer accepts responsibility for the goods once delivery has been completed at the authorised location, subject to any rights available under applicable law.

11. Additional Freight Charges

- 11.1 Where additional freight or carrier charges arise due to circumstances attributable to the customer, those charges may be invoiced separately.
- 11.2 Examples include, but are not limited to:
- Re-delivery charges
 - Failed or missed delivery charges
 - Return-to-sender freight
 - Residential delivery surcharges
 - Tailgate charges
 - Waiting time or detention charges
 - Storage charges
 - Incorrect address charges
 - Special access charges
 - Additional handling charges
 - Charges resulting from rejected deliveries.
- 11.3 We will provide reasonable details of additional charges where requested.



12. Freight Damage and Claims

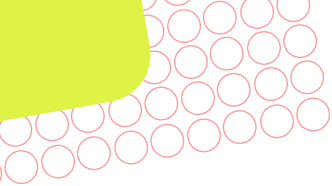
- 12.1 We take reasonable care to ensure goods are appropriately packaged for transport.
- 12.2 Where goods are damaged in transit, we may work with the customer and freight carrier to investigate and resolve the matter.
- 12.3 Customers should retain the original packaging and damaged goods until we have advised that they may be disposed of or returned.
- 12.4 Freight claims may require photographs, delivery documentation, packaging information and other evidence to assist with the carrier's investigation.

13. Delivery to Construction Sites

- 13.1 Deliveries to construction sites are subject to suitable vehicle access and safe unloading conditions.
- 13.2 The customer is responsible for ensuring that the site is accessible to the delivery vehicle and that suitable unloading equipment and authorised personnel are available.
- 13.3 We do not accept responsibility for delays or additional charges arising from site conditions, restricted access, construction activity, unsafe conditions or the absence of suitable unloading equipment.

14. Carrier Selection

- 14.1 We reserve the right to select the freight carrier and method of transport used for delivery unless otherwise agreed in writing.
- 14.2 Where a customer nominates a specific freight carrier or transport arrangement, any additional costs, risks or charges associated with that arrangement may be the responsibility of the customer.



15. Force Majeure

- 15.1 We will not be liable for delays, additional costs or failure to deliver arising from circumstances beyond our reasonable control, including but not limited to severe weather, natural disasters, floods, fires, road closures, accidents, industrial disputes, carrier disruptions, government restrictions or other unforeseen events.

16. Acceptance of Freight Terms

- 16.1 By accepting our quotation, placing an order or otherwise instructing us to supply and dispatch goods, the customer acknowledges and accepts these Freight Terms & Conditions.
- 16.2 These Freight Terms & Conditions should be read together with our standard Terms & Conditions of Sale and any specific freight conditions stated in the quotation.
- 16.3 Where there is an inconsistency between these Freight Terms & Conditions and a specific written freight arrangement agreed by us, the specific written arrangement will apply to that delivery.

17. Australian Consumer Law

- 17.1 Nothing in these Freight Terms & Conditions is intended to exclude, restrict or modify any rights, guarantees or remedies that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law or any other applicable legislation.
- 17.2 To the extent that any provision of these Freight Terms & Conditions is inconsistent with a mandatory requirement of applicable law, that provision will be read down or modified to the extent necessary to comply with that law.