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**TRADING TERMS AND CONDITIONS**

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**1. PARTIES:**

The Supplier: A Clean Move Group Pty Ltd (ABN 55 267 513 016) trading as A Clean Move

The Customer: \_\_\_\_\_  
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**2. DEFINITIONS**

- 2.1. The Supplier is Centiya Pty Ltd (ACN 143 625 692) trading as A Clean Move.
- 2.2. The Customer is the registered proprietor(s) of the Premises ("the Owner") and/or any person(s) or entity who is authorised, either expressly or by implication, to act on behalf of the owner that the Order is provided for ("the Agent").
- 2.3. The Guarantor is the person(s), or entity, who agrees to be liable for the debts of the Customer.
- 2.4. The Order shall be defined as any request for the provision of Services by the Customer with the Supplier which has been accepted by the Supplier.
- 2.5. The Services are all the cleaning and general property maintenance provided by the Supplier, including any advice or recommendations.
- 2.6. The Premises are the property and/or site at which the Customer engages the Supplier to complete the Order.
- 2.7. The Price is the amount invoiced for Services provided.
- 2.8. Indirect, Special or Consequential loss or damage includes i) any loss of income profit or business; ii) any loss of good will or reputation; iii) any loss of value of intellectual property.
- 2.9. Invoices include invoices for the Services provided.

**3. GENERAL**

- 3.1. These Terms and Conditions together with the Supplier's written or verbal quotation and the Supplier's Credit Application Form forms this Agreement.
- 3.2. Any Order requested by the Customer is deemed to be an Order incorporating these Terms and Conditions notwithstanding any inconsistencies which may be introduced in the Customer Order or acceptance unless expressly agreed to by the Supplier in writing. In the event that an inconsistency exists and/or arises it is acknowledged between the parties that these Terms and Conditions will prevail.
- 3.3. The Customer covenants that they are either the Owner, or otherwise, they are an Agent acting under authority, whether expressed or implied, on behalf of the Owner.
- 3.4. No subsequent correspondence or document or discussion shall modify or otherwise vary these Terms and Conditions unless such variation is in writing and signed by the Supplier.
- 3.5. The Terms and Conditions are binding on the Customer, his heirs, assignees, executors, trustees and where applicable, any liquidator, receiver or administrator.
- 3.6. In these Terms and Conditions, the singular shall include the plural, the masculine shall include feminine and neuter and words importing persons shall apply to corporations.
- 3.7. Where more than one Customer completes this Agreement each shall be liable jointly and severally.
- 3.8. 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 and the offending provision shall be deemed as severed from these Terms and Conditions.
- 3.9. The Supplier may license or sub-contract all or any part of its rights and obligations without the Customer's consent but the Supplier acknowledges that it remains at all times liable to the Customer.

- 3.10. The failure by the Supplier to enforce any provision of these Terms and Conditions shall not be treated as a waiver of that provision, nor shall it affect the Supplier's right to subsequently enforce that provision.
- 3.11. The Customer acknowledges that the Supplier may use these Terms and Conditions on its website and that it may provide notice to the Customer of any amendments. In this event, the Terms and Conditions on the Supplier's website shall apply to any future dealings as between the parties and the Customer is deemed to have notice of any such Terms and Conditions and/or amendments.
- 3.12. These Terms and Conditions must be read in conjunction with the Supplier's Credit Application Form.

#### **4. PLACEMENT OF ORDERS**

- 4.1 Orders placed by the Customer with the Supplier will be considered valid when placing the Order verbally and/or in writing.
- 4.2 Any written Quotation given by the Supplier shall expire thirty (30) days after the date of the written quotation.
- 4.3 All prices are based on taxes and statutory charges current at the time of the Quotation. Should these vary during the period from the date of the Quotation to the date of the invoice, the difference will become the responsibility of the Customer and the Customer will be invoiced for the extra charge by the Supplier.

#### **5. PRICE**

- 5.1. At the Supplier's sole discretion the Price shall be either:
  - 5.1.1. As detailed on invoices provided by the Supplier to the Customer in respect of the Services provided; or
  - 5.1.2. The Supplier's quoted Price as for the Order (subject to clause 5.2).
- 5.2. The Supplier reserves the right to change the Price in the event of a variation to the Supplier's Order, and notice will be provided in writing by the Supplier within a reasonable time.

#### **6. PROVISION OF SERVICES**

- 6.1. The Supplier reserves their right to:
  - 6.1.1. Decline requests for any Services requested by the Customer.
  - 6.1.2. Cancel or postpone appointments at their discretion.
- 6.2. If the Customer fails to attend any appointment without prior notice, the Customer shall, at the discretion of the Supplier, be liable for a \$110.00 No Show Fee.
- 6.3. Unless specified by the Supplier to the contrary in the Order, the Supplier does not warrant that it will be capable of providing the Services at specific times requested by the Customer during the term of this Agreement.
- 6.4. Subject to otherwise complying with its obligations under this Agreement, the Supplier shall exercise its independent discretion as to its most appropriate and effective manner of providing the Services and of satisfying the Customer's expectations of those Services.
- 6.5. In the discharge of its duties, the Supplier shall comply with all reasonable resolutions, regulations and directions of the Customer that may lawfully be given from time to time as to the nature and scope of the Services provided.
- 6.6. Nothing in the above clause shall effect the Supplier's right to exercise its own judgment and to utilise its skills as it considers most appropriate in order to achieve compliance with the said resolutions, regulations and directions or otherwise with its obligations under this Agreement.
- 6.7. The Supplier may agree to provide, on request from the Customer, additional Services not included or specifically excluded in the Quotation/Order. In this event, the Supplier shall be entitled to make an additional charge. Additional Services includes, but is not limited to, alterations, amendments, and any additional visits by the Supplier after provision of the Services at the request of the Customer.
- 6.8. The Customer shall, where relevant, ensure the Supplier has full and safe access to the Premises and any necessary equipment, material and information.
- 6.9. Additional charges will apply if the Supplier's work is interfered with or no proper or safe access is provided to the Supplier.
- 6.10. The Customer shall mark out the work area and provide a precise job description.
- 6.11. The Customer shall supply water and electricity at no cost to the Supplier.

## **7. PAYMENT AND CREDIT POLICY**

### **Non- Account Customer**

- 7.1 The Customer must make full payment to the Supplier within seven (7) days from the date of issue of invoice(s) for the Services.

### **Account Customer**

- 7.2 The Customer must make full payment to the Supplier within thirty (30) days from the date of issue of invoice(s) for the Services.
- 7.3 Credit will only be granted at the sole discretion of the Supplier and upon submission of a completed Credit Application Form.
- 7.4 Any credit granted may be revised by the Supplier at any time and at its discretion and the Supplier reserves the right to withdraw any credit facility upon any breach by the Customer of these Terms of Conditions or upon the Customer ceasing to trade and/or being subject to any legal proceedings and/or the Customer committing an act of insolvency.
- 7.5 The Customer agrees that upon such withdrawal, any and all monies owing on the account shall become immediately due and payable.

## **8. GOODS AND SERVICES TAX**

- 8.1. GST refers to Goods and Services tax under the *Goods and Services Act 1999* ("GST Act") and terms used herein have the meanings contained within the *GST Act*.
- 8.2. It is agreed between the Customer and the Supplier that the consideration for the Supplier expressed in this Agreement is exclusive of the Supplier's liability of GST.
- 8.3. The Customer will pay to the Supplier, in addition to the total purchase Price, the amount payable by the Supplier of GST on the taxable supply made by the Supplier under this Agreement.
- 8.4. The Supplier shall deliver to the Customer a Tax Invoice for the supply in a form which complies with the *GST Act* and Regulations.

## **9. DISHONOUR OF CHEQUE**

- 9.1. If any cheque issued by the Customer or by any third party in payment of the Price is dishonoured, the Customer may be liable for a dishonoured cheque fee of \$55.00.
- 9.2. The Supplier may refuse to provide any further Services until satisfactory payment is received in full, including bank fees and charges.
- 9.3. The Supplier is entitled to treat the dishonour of the Customer's cheque as a repudiation of this Agreement and to elect between terminating this Agreement or affirming this Agreement, and in each case claiming and recovering compensation for loss or damage suffered from the Customer.

## **10. DEFAULT**

- 10.1. Invoices issued by the Supplier shall be due and payable within seven (7) days of the date of issue for Non-Account Customers, and invoices issued by the Supplier shall be due and payable within thirty (30) days of the date of issue for Account Customers ("Default Date") depending on terms agreed with the Supplier. Without prejudice to any other rights of the Supplier, the Customer may be charged account keeping fees of \$55.00 monthly on any payment in arrears.
- 10.2. Overdue accounts at the discretion of the Supplier may be subject to interest at the rate prescribed by the Penalty Interest Rates Act (Vic) plus 2%.
- 10.3. If the Supplier does not receive payment for the Services on or before the Default Date, the Supplier may, without prejudice to any other remedy it may have, forward the Customer's overdue account to a debt collection agency for further action. The Customer acknowledges and agrees that:
- 10.3.1. After the Default Date, the Outstanding Balance shall include, but is not limited to, all applicable fees and charges under this Agreement;

10.3.2. In the event of the Customer being in default of the obligation to pay and the overdue account is then referred to a debt collection agency, or law firm for collection the commission payable and legal costs incurred on an indemnity basis shall be added to the amount outstanding and form part of the debt and in the event where the collection agency charges commission on a contingency basis the commission which would be charged if it achieved 100% recovery shall be added to the debt and the total shall be treated as a liquidated sum.

## **11. RISK AND LIABILITY**

- 11.1. The Customer will ensure when placing Orders that there is sufficient information to enable the Supplier to execute the Order.
- 11.2. The Supplier takes no responsibility if the specifications are wrong or inaccurate and the Customer will be liable for the expenses incurred by the Supplier for any work required to rectify the Order.
- 11.3. The Customer is responsible for ensuring that the Supplier is made aware of any special requirements pertaining to the Order and that the Supplier relies upon the integrity of the information supplied to it.
- 11.4. The Supplier takes no responsibility and will not be liable for any damages or costs resulting in the Services being faulty as a consequence of insufficient information provided by the Customer.
- 11.5. The Supplier takes no responsibility for representations made in relation to the Services or any delay in the provision of the Services made by a third party or third party provider.
- 11.6. The Customer acknowledges that the Supplier shall not be liable for and the Customer releases the Supplier from;
  - 11.6.1. Any claims in respect of faulty or defective design of any Services provided.
  - 11.6.2. Physical or financial injury, loss or damage or for consequential loss or damage of any kind arising out of the Services provided.
- 11.7. Except as provided in these conditions all express and implied warranties, guarantees and conditions under statute or general law as to merchantable quality, description, quality, suitability or fitness of the Services for any purpose or as to design, assembly, installation, materials or workmanship or otherwise is expressly excluded.
- 11.8. The Supplier does not represent that it will provide any Services unless it is included in the Quote.

## **12. WARRANTY**

- 12.1. The Supplier warrants that if any defect in any Service provided by the Supplier becomes apparent and is reported to the Supplier within seven (7) days of the provision of the Services (time being of the essence) then the Supplier will (at the Supplier's sole discretion) remedy the defective Service.
- 12.2. If any Services provided by the Supplier are repaired, altered or overhauled by the Customer or caused to be repaired, altered or overhauled by the Customer without the Supplier's consent, the warranty shall cease and the Supplier shall thereafter in no circumstances be liable under the terms of the warranty.
- 12.3. In respect of all claims the Supplier shall not be liable to compensate the Customer for any delay in replacing the remedying the defective Services or in properly assessing the Customer's claim. The Supplier will use its best endeavors to assist the Customer with its claim.
- 12.4. For defective Services where the Customer has complied with the conditions of warranty, the Supplier's liability is limited to replacing the defective Services.
- 12.5. If the Customer is in default of any payment to the Supplier after a request in writing has been made, all warranties shall cease and the Supplier shall thereafter in no circumstances be liable under the terms of the warranty.

## **13. TERMINATION AND CANCELLATION**

### **Cancellation by Supplier**

- 13.1. The Supplier may cancel any Order to which these Terms and Conditions apply at any time before the Services are provided by giving written notice to the Customer. On giving such notice the Supplier shall repay to the Customer any sums paid in respect of the Price. The Supplier shall not be liable for any loss or damage or consequential loss or damage whatever arising from such cancellation.

13.2. Without prejudice to the Supplier's other remedies at law, the Supplier shall be entitled to cancel all or any part of any Order of the Customer which remains unfulfilled and all amounts owing to the Supplier shall, whether or not due for payment, become immediately payable in the event that:

13.2.1. Any money payable to the Supplier becomes overdue; or

13.2.2. 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

13.2.3. A receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Customer or any asset of the Customer.

#### **Cancellation by Customer**

13.3. Any Order cannot be cancelled by the Customer unless expressly agreed to by the Supplier in writing.

13.4. In the event that the Customer cancels provision of Services the Customer shall be liable for any loss incurred by the Supplier (including, but not limited to, any loss of profits) up to the time of cancellation.

#### **Limitation of damage**

13.5. The Customer acknowledges that in the event of any breach of this Agreement/Order by the Supplier including indirect, special or consequential loss, the remedies of the Customer shall be limited to damages which under no circumstances shall exceed the Price.

#### **14. SET-OFF**

14.1. The Customer shall have no right of set-off in any suit, claim or proceeding brought by the Supplier against the Customer for default in payment.

14.2. The Customer acknowledges that the Supplier can produce this clause in bar of any proceeding for set-off.

#### **15. INSURANCE**

15.1. The Customer is responsible to effect whatever insurance cover he requires at his own expense.

#### **16. JURISDICTION**

16.1. This Agreement is deemed to be made in the State of Victoria and all disputes hereunder shall be determined by the appropriate courts of Victoria.

#### **17. PRIVACY ACT 1988**

17.1. The Customer and/or the Guarantor/s agree for the Supplier to obtain from a credit reporting agency a credit report containing personal credit information about the Customer and Guarantor/s in relation to credit provided by the Supplier.

17.2. The Customer and/or the Guarantor/s agree that the Supplier may exchange information about the Customer and the Guarantor/s with those credit providers either named as trade referees by the Customer or named in a consumer credit report issued by a credit reporting agency to assess an application by Customer; to notify other credit providers of a default by the Customer, 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 or to assess the credit worthiness of Customer and/or Guarantor/s.

17.3. The Customer consents to the Supplier being given a consumer credit report to collect overdue payment on commercial credit (Section 18K(1)(h) Privacy Act 1988).

#### **18. ENTIRE AGREEMENT**

18.1. The Terms and Conditions set out in this Agreement constitute the whole Agreement made between the Customer and the Supplier.

18.2. This Agreement can only be amended in writing signed by each of the parties.

18.3. All prior discussions and negotiations are merged within this document and the Supplier expressly waives all prior representations made by him or on his behalf that are in conflict with any clauses in this document in any way.

18.4. Nothing in these Terms and Conditions is intended to have the effect of contravening any applicable provisions of the *Competition and Consumer Act 2010* or the *Fair Trading Acts* in each of the States and Territories of Australia.