

Published: 14 Jul 2026

Freight and Delivery Policy

1. Introduction

This Freight Policy outlines the operational framework for the transportation of goods by Temperzone. It is designed to ensure the efficient, safe, and cost-effective movement of freight in alignment with customer expectations and business requirements.

2. Purpose

The purpose of this policy is to establish clear and consistent standards for the handling, dispatch, and delivery of goods, while mitigating transportation risks and controlling associated costs.

3. Scope of Application

All deliveries will be governed by the version of this Freight Policy in effect at the time of dispatch. Export shipments from Temperzone New Zealand are subject to the specific terms outlined in the relevant quotation or order acknowledgment.

Temperzone Australia does not export, and all goods must be delivered within Australia or collected.

4. Delivery Commitments

- Delivery timelines provided in quotations or acknowledgments are **estimates only**. Temperzone accepts no liability for delays, whether due to external factors or internal constraints.
- All deliveries, including spare parts, are contingent upon the customer maintaining sufficient credit availability or having completed payment prior to dispatch.
- Sales orders that are large volume or require multiple trucks will require reasonable advance notice to accommodate specific delivery requests.

5. Freight Providers

Temperzone utilizes a network of trusted freight providers who are selected based on their ability to meet the operational needs of our business and our customers.

6. Standard Delivery Expectations

Temperzone aims to provide **next business day delivery** for orders received and processed before **1:00 PM** on a working day, subject to the following conditions:

- All standard stock finished goods are delivered free of charge out of our Auckland Site during normal business hours, Monday to Friday.
- Deliveries to non-metropolitan areas are subject to standard industry lead times.
- Spare parts under **25 kg** and **0.15 m³** are typically shipped via courier. Estimated freight charges are provided at the time of order and invoiced upon dispatch.
- In Australia, Spare Parts over **25 kg** and **0.125 m³** as well as **standard stocked items** are typically shipped via our network of trusted freight providers. Estimated freight charges are provided at the time of order and invoiced upon dispatch.

7. Standard Stocked Product Deliveries

- Freight is included in the sales price for all standard stocked products, excluding the HITACHI product range, within New Zealand.
- Freight is NOT included in the sales price for all standard stocked products, within Australia. It is declared on a separate line as Sundry Freight.
- In all cases Temperzone will attempt to meet any specific delivery requirements such as fixed hour / time if necessary. Fixed time may require a dedicated transport which may incur cost to be charged to the customer. Temperzone accepts no liability for delays, whether due to external factors or internal constraints.
- For crane or lifting requirements, Temperzone will coordinate delivery timing. Additional waiting time exceeding 30 minutes will be charged at A\$250 + GST per Hour or NZ\$250 + GST per hour (country specific).

8. Custom, configured and Make to Order Products delivery Expectations

- Custom, configured and Make to Order Products are all quoted ex works unless otherwise stated in the quotation.

Note: for crane or lifting requirements, Temperzone will coordinate delivery timing. Additional waiting time exceeding 30 minutes will be charged at A\$250 + GST per Hour or NZ\$250 + GST per hour (country specific).

9. Urgent Deliveries

Temperzone will make reasonable efforts to accommodate urgent same-day delivery requests for spare parts. However, no guarantees can be made due to logistical constraints. Visibility and tracking will be provided where possible.

10. After-Hours Deliveries

Deliveries outside standard business hours (Mon–Thurs: 8:00 AM–4:30 PM; Fri: 8:00 AM–3:30 PM) may incur additional charges.

11. Unloading Responsibilities

- Deliveries that can be reasonably managed by a single person using a tail-lift and hand truck will be unloaded to ground level at the delivery site.

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- For larger consignments (e.g., palletized units), unloading is the **customer's responsibility**. Temperzone will coordinate delivery timing to ensure appropriate unloading resources are available, if required.
- Where special unloading equipment (e.g., Hi-ab, crane, flat-deck truck) is required, Temperzone reserves the right to invoice the customer for associated costs. These charges will be communicated at the time of order where feasible.

12. Waiting Time and Demurrage

- For metropolitan and time-sensitive deliveries, a **15-minute grace period** is provided. After this, the driver may report a failed delivery and depart.
- Any demurrage or waiting time charges incurred may be passed on to the customer.

13. Proof of Delivery

- A **signed acknowledgment** is required upon delivery, confirming that goods have been received in full and in good condition as per the packing slip.
- If no one is available to sign, goods may be returned to the depot or factory unless prior arrangements (e.g., "Authority to Leave") have been made.
- Re-delivery or collection is the customer's responsibility and may incur additional charges.
- When available photographic evidence of load / unload will be provided upon request.

14. Delivery Acceptance and Risk Transfer

Upon delivery, the risk in goods transfers to the customer once the delivery has been signed for. By signing the delivery documentation, the customer confirms that:

- The goods have been received in full, as per the packing slip.
- The goods are in good condition.
- Risk transfers to the customer upon signing for the goods.
- Customers are entitled to inspect goods for up to 10 minutes before signing.
- If damage is identified, it must be noted on the consignment document, including:
 - Name, date, and time.
 - Affected item(s)
 - Detailed description of the damage
- Temperzone must be notified in writing within 7 business days of delivery. Claims submitted after this period will not be accepted. All deliveries require signed proof of receipt, unless "Authority to Leave" has been arranged. If unavailable, goods will be returned and a failed delivery notice issued. Re-delivery or collection is the customer's responsibility and may incur charges.

15. Site Safety and Accessibility

Customers are expected to provide a safe and accessible delivery environment. Deliveries may be suspended if safety risks are identified. Drivers will seek guidance from Temperzone in such cases.

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16. Driver Conduct

Temperzone drivers are expected to:

- Communicate professionally and courteously.
- Demonstrate initiative and customer service without compromising safety.
- Contact Temperzone representatives when necessary and facilitate customer contact with the Warehouse Manager if required.

Our external freight partners operate under similar standards, and their policies are available upon request.

17. Terms and Conditions

All sales are subject to Temperzone's terms and conditions of sales available on our website www.temperzone.com

18. Returns, Cancellations and Terminations

All sales are subject to Temperzone's terms and conditions of sales available on our website www.temperzone.com

19. Policy Availability and Amendments

A copy of this Freight Policy is available for inspection at Temperzone offices and on our website. www.temperzone.com Temperzone reserves the right to amend this policy at any time without prior notice.