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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

- The Due Date shown on the order acknowledgement represents the date agreed with the customer for delivery or collection of the goods. Customers are expected to accept delivery or collect goods from this date where the goods are available. While Temperzone will use reasonable endeavours to meet the Agreed Due Date, delivery dates are not guaranteed and may be subject to change due to product availability, production, transport or other circumstances outside Temperzone's reasonable control.
- 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:

- Standard stocked finished goods dispatched from the Auckland site will be delivered in accordance with the freight provisions outlined in Standard Stocked Product Deliveries.
- Deliveries to non-metropolitan areas are subject to standard industry transit times.
- Spare parts weighing less than 25 kg and occupying less than 0.15 m^3 are generally shipped via courier. Estimated freight charges will be advised at the time of order and invoiced upon dispatch.

- In Australia, spare parts exceeding 25 kg or 0.125 m³, together with standard stocked products, are generally shipped through Temperzone's approved freight provider network. Estimated freight charges will be advised at the time of order and invoiced upon dispatch.

7. Standard Stocked Product Deliveries

- Freight is only included where expressly stated in this policy, the applicable quotation, or the order acknowledgement
- In New Zealand, freight is included in the selling price of all Hitachi products (excluding spare parts and accessories).
- In Australia, freight is included in the selling price of all Hitachi products (excluding spare parts and accessories) by exception only. Exceptions are approved by state managers or Chief Commercial Officer.
- Freight is not included in the selling price of standard stocked products in Australia or New Zealand, except for Hitachi products where freight inclusion is expressly stated above. Freight charges will be shown as a separate line item on the invoice as Sundry Freight.
- Temperzone will make reasonable efforts to accommodate specific delivery requirements, including scheduled or fixed-time deliveries. Where dedicated transport is required to meet these requirements, any additional costs may be charged to the customer. Temperzone accepts no liability for delivery delays arising from either external factors or internal operational constraints.
- Where craneage, lifting equipment, or specialised handling is required, Temperzone will coordinate delivery timing with the customer. All crane, lifting, waiting time, and associated transport costs may be charged to the customer. Waiting time in excess of 30 minutes will be charged at NZ$250 + GST per hour or A$250 + GST per hour, as applicable.

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.
- 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 ust 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.

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.