

CONDITIONS OF QUOTATION & SUPPLY – CONCRETE (NATIONAL)

1. DEFINITIONS AND INTERPRETATION

"AS1379-2007" means S.A.A. "Specification and Supply of Concrete" AS 1379-2007 as amended from time to time.

"Australian Consumer Law" means Schedules 1 and 2 of the Competition and Consumer Act 2010 (Cth) and any other relevant provisions contained in that Act.

"Boral Group" means Boral Limited and its Related Bodies Corporate (as that term is defined by the Corporations Act (Cth)).

"Client" means the customer named on the quotation or order confirmation to which these conditions are attached or linked or if no customer is named, the customer to whom the Goods &/or Work are supplied.

"Company" means Q-Crete Premix Pty Limited unless another Boral Group entity is identified on the face of the quotation or order confirmation to which these Conditions are attached or linked. If no entity is identified, the Company is the Boral Group entity that supplies the Goods &/or Work.

"Conditions" means these conditions of quotation and supply, and any additional matters prescribed on the face of a quotation or order confirmation to which these Conditions are attached or linked.

"Consequential Loss" means loss of revenue, loss of profits, loss of anticipated savings or business, loss of data, loss of value of equipment (other than cost of repair), loss of opportunity or expectation loss and any form of consequential, special, indirect, punitive or exemplary loss or damages, however it arises (including as a result of negligence).

"Consumer" has the meaning in the Australian Consumer Law.

"Goods &/or Work" means the materials and/or services supplied or to be supplied as described on the face of the quotation or order confirmation to which these Conditions are attached or linked and if no such quotation or confirmation is provided, the materials and/or services supplied.

"includes" or **"including"** means includes or including without limitation.

"Intellectual Property" means all registered and unregistered rights in relation to present and future copyright, trademarks, designs, know-how, patents, confidential information and moral rights.

"Loss" means any liability, however it arises (including as a result of negligence) and includes any loss, claim, damage, demand, injury or death and a fine or penalty imposed by a statutory or other authority.

"order confirmation" means the confirmation of the relevant order by the Company or its nominee which may be via phone, SMS, email, the Boral App or other means.

"Rates" means the unit rate shown on the face of the quotation or order confirmation to which these Conditions are attached or linked and if no such quotation or order confirmation is provided, the rates otherwise used to calculate the price of Goods &/or Work.

"Service Fees" means the Company's schedule of additional charges attached or linked to the quotation or order confirmation and if no quotation or order confirmation applies, as listed on the Website.

"Site" means the location for supply / performance of the Goods &/or Work specified on the face of the quotation or order confirmation to which these Conditions are attached or linked.

"Website" means the Q-Crete website found at www.qcrete.com.au

2. AGREEMENT

(a) Unless otherwise agreed in writing, the agreement between the Company and the Client comprises the following documents only (in order of precedence to the extent of any inconsistency between them):

- (i) these Conditions;
- (ii) Quotation or if no quotation is provided, the order confirmation;
- (iii) Boral Group Credit Application (to the extent completed by the Client);
- (iv) Credit Guarantee (to the extent applicable), and the agreement excludes:
- (v) any prior quotation;
- (vi) the terms and conditions on the back of any delivery docket issued by the Company to the extent inconsistent with these Conditions; and
- (vii) any purchase order, delivery receipt, procurement document or similar (including terms and conditions on the back of such documents) issued by the Client from time to time (including any document post-dating the quotation or confirmation or order) to the extent inconsistent with these Conditions.

(b) The Client acknowledges that it has not relied on any representation, inducement, warranty or promise which is not set out below.

(c) The Conditions may only be varied by both parties' agreement in writing.

3. VALIDITY

(a) Where these Conditions accompany a written quotation:

- (i) that quotation is an offer open for acceptance by the Client within 30 days from the date on the quotation;
- (ii) the offer is made subject to the Client meeting Boral Group's credit approval requirements;
- (iii) any acceptance must be on the basis that supply / performance of the Goods &/or Work is started within 3 months of the date of the quotation; and
- (iv) the Client's written order to commence the supply / performance of the Goods &/or Work or such commencement by the Company constitutes acceptance of the offer; and

(b) Where no quotation has been provided and these Conditions accompany an order confirmation, that confirmation binds the Client to receive the supply of the Goods &/or performance of the Work in the type and quantities and on the date stated in the order confirmation.

4. POINT OF SUPPLY

(a) Any order confirmation or quotation is based on all materials being available from the Company's normal point of supply in respect to the locations of the supply/performance of Goods &/or Work as reasonably determined by the Company.

(b) Should conditions beyond the control of the Company necessitate supply from any other point of supply, the Company shall give notice of same to the Client prior to carrying out the supply of Goods &/or performance of Work in question if the Company seeks to claim any resultant increase in cost from the Client.

(c) The Client may accept the resultant increase (in which case, the increase will apply in addition to the Rates) or terminate the agreement (in which case, clause 17(c), (d) and (e) shall apply).

5. EXTENT OF GOODS & WORK

- (a) The quotation or order confirmation to which these Conditions are attached or linked is based on the supply of the Goods &/or performance of all Work at the Site.
- (b) If the Client changes the quantities supplied or location of the Site from that set out in the quotation or order confirmation, the Company reserves the right to adjust the Rates, following which the Client may accept the adjusted Rates or not proceed.
- (c) The Client acknowledges that the concrete included in the Goods &/or Work shall generally be supplied in accordance with the relevant sections of AS 1379-2007, unless otherwise stated in the order confirmation or quotation.
- (d) The Client must make its own enquiries as to the adequacy, suitability or fitness for purpose of the Goods and/or Work prior to placing any order with the Company.
- (e) The Company will provide orders as requested by the Client and the Client agrees that the Company is not required to check the adequacy, suitability or appropriateness of any order requested by the Client.
- (f) If the concrete is to be placed by pump, the Client must notify the Company in advance, and while the Company will use reasonable endeavours to accommodate such request, it does not warrant that such concrete will be able to be pumped due to the variations in pumps and the concrete process.

6. BASIS OF PAYMENT

- (a) The Goods &/or Work will be paid for by the Client at the Rates according to the actual quantities supplied as shown on the delivery docket, subject to these Conditions.
- (b) The Client acknowledges that, unless otherwise specifically stated on the face of the order confirmation or quotation:
 - (i) the Rates are subject to the additional charges set out in the Service Fees;
 - (ii) Service Fees will apply when the relevant trigger or circumstance set out for the specified Service Fee arises; and
 - (iii) Service Fees are subject to change from time to time and the Client is responsible for assessing the application of any Service Fees to its individual order prior to ordering.
- (c) The Company is under no obligation to accept for return or credit any products ordered in excess of the Client's requirements as shown on the delivery docket (and supplied as part of the Goods &/or Work).
- (d) The Client acknowledges that the Goods &/or Work will be paid for in full without any retention or set off.

7. LIMITATION OF LIABILITY

- (a) The Company's total aggregate liability to the Client in all circumstances is limited to the amount paid by the Client to the Company for the Goods &/or Work.
- (b) Subject to clause 8 and to the maximum extent permitted by law, the Company shall not be liable in any circumstances for:
 - (i) any Consequential Loss;
 - (ii) any damage to any property of whatsoever kind situated in, on or adjacent to the Site (unless caused by the negligence by the Company);
 - (iii) any claim for adjustment of invoicing by the Company, including (without limitation) in connection with any alleged non-delivery, short delivery, incorrect delivery, late delivery, damage caused during delivery of Goods, the charging of any fees, or errors in invoicing, unless the Client notifies the Company in writing within 30 days of the date of invoice, specifying the details and the amount of the disputed items and any amount that the Client accepts is payable. The Client must pay any undisputed amount by the relevant due date. The Company and the Client will use reasonable endeavours to resolve any notified dispute under this subclause within a further 30 days.
- (c) The Company's liability to the Client shall reduce to the extent that any Loss is caused or contributed to by:
 - (i) any negligent and/or wilful act or omission or any breach of these Conditions by the Client, its employees or agents;
 - (ii) an admixture being used at the Client's request or specification;
 - (iii) water being added to concrete either before or after disposal from the agitator/delivery unit without the prior approval of the Company's representative;
 - (iv) discharge from the agitator occurring more than 90 minutes from the time ex-plant; or
 - (v) the Goods being placed or installed by others.

8. AUSTRALIAN CONSUMER LAW GUARANTEES

- (a) Unless the Client indicates otherwise, the Client acknowledges that the Goods &/or Work it will acquire from the Company will be obtained for either the purpose of re-supply (including without limitation, in an altered form or condition or to be incorporated into other goods) or for the purpose of using them up or transforming them in trade or commerce in the course of a process of production or manufacture or in the course of repairing or treating other goods or fixtures on land.
- (b) Where the Client is acquiring the Goods &/or Work for a purpose other than that stated in (a) above, the following provisions apply.
- (c) If the Client is a Consumer and any of the Goods supplied by the Company are not goods of a kind ordinarily acquired for personal, domestic or household use or consumption, the Client agrees that the Company's liability for a failure to comply with a consumer guarantee under the Australian Consumer Law in relation to those Goods (other than a guarantee under sections 51 (title), 52 (undisturbed possession) and 53 (undisclosed securities) of the

Australian Consumer Law), is limited to, at the option of the Company, one or more of the following:

- (i) the replacement of the Goods or the supply of equivalent goods;
 - (ii) the repair of the Goods;
 - (iii) the payment of the cost of replacing the Goods or of acquiring equivalent goods; or
 - (iv) the payment of the cost of having the Goods repaired.
- (d) If the Client is a Consumer and any of the Work supplied by the Company is not services of a kind ordinarily acquired for personal, domestic or household use or consumption, the Company's liability for a failure to comply with a consumer guarantee under the Australian Consumer Law in relation to the Work is limited to, at the option of the Company:
- (v) the supply of the Work again; or
 - (vi) the payment of the cost of having the Work supplied again.

9. SITE ACCESS

- (a) Where the Company is to deliver the Goods &/or Work to a Site nominated by the Client, the Company will deliver and the Client will receive the Goods at the kerb alignment in a timely manner.
- (b) The Client will be responsible for providing adequate and timely access to the Site for the Company's material, personnel and equipment and the Client will be liable to the Company for all Loss (including delay and establishment costs) incurred by the Company as a result of failure to provide such access.
- (c) Entry upon the Site remains at the sole discretion of the Company.
- (d) If the Company or its agents enter the Site for the purposes of delivering Goods &/or performing Work, the Client shall indemnify the Company for any Loss incurred by the Company arising out of or in connection with such entry.
- (e) Where the Company leaves equipment on the Site in connection with the supply or performance of the Goods &/or Works, the Client shall take all reasonable precautions to secure the Site to prevent loss or damage to the equipment or any injury to persons entering upon the Site.

10. DELIVERY

- (a) The Company will use reasonable endeavours to supply and perform the Goods &/or Work in accordance with the Client's schedule. However, should supply or performance of the Goods &/or Work be early or delayed for any reason beyond the reasonable control of the Company or as a result of any cause which the Client is or should reasonably have been aware of, all Loss arising will be the Client's responsibility.
- (b) Prior to discharge from the delivery vehicle the Client shall check that the description and quantity of Goods &/or Work on the delivery docket conforms with its requirements as ordered, and record any discrepancies in writing on the delivery docket including discrepancies in quantity, specification, discharge records, or that the addition of water was done other than at the Client's request.
- (c) Unless any discrepancies are recorded on the copy of the delivery docket retained by the Company, the Client accepts the Goods & Work (subject to clause 7) by the discharging of the delivery vehicle.

11. SITE VISITS & HOURS

- (a) Unless otherwise stated on the face of the quotation or order confirmation to which these Conditions are attached or linked:
 - (i) the whole of the Goods are made available on the basis of completion at one Site visit; and
 - (ii) the whole of the supply or performance of the Goods & Work is to be carried out during normal business hours, which may vary at each location. The Client should check the operating hours of each location at the time of quotation or prior to confirmation of order.
- (b) Should it be necessary to supply the Goods or perform the Works or any necessary establishment work outside of these hours or on a Saturday, Sunday or public holiday, then additional charges will apply which will be calculated in accordance with the Service Fees and variations clause. The Company's normal hours of business for loading are listed in the Service Fees.

12. VARIATIONS

- (a) The Company is not obliged to carry out any variation which is outside the scope of the Goods &/or Work.
- (b) Any variation that the Company does carry out shall be subject to these Conditions and shall be charged to and paid for by the Client at an alternate agreed rate plus applicable Service Fees.

13. TAX INVOICES

- (a) The Client acknowledges that Boral Construction Materials Group Limited (ABN 15 000 028 080) has been appointed as agent for the purpose of invoicing and receiving revenue on the Company's behalf.
- (b) The Client agrees to pay the amount shown on invoices issued by Boral Construction Materials Group Limited.

14. TERMS OF PAYMENT

- (a) The Client must pay for the Goods & Work (including any Service Fees) in immediately available funds prior to the delivery of the Goods &/or performance of the Work unless the Company agrees otherwise in writing.
- (b) The Client acknowledges that the quantum of some Service Fees cannot be fully determined until after delivery. The Client acknowledges that it has reviewed and accepted the rate and application of the Service Fees and agrees to pay any Service Fees calculated as owing to the Company following delivery in accordance with these Conditions.

15. OTHER CHARGES & TAXES

- (a) The Rates as quoted &/or confirmed do not include any statutory or Government charges. Should any such charges or any other tax become applicable to the materials or services the subject of the relevant quotation or order confirmation, such

tax or charge shall be charged to and paid for by the Client in addition to the price otherwise payable under the quotation or confirmation of order as applicable.

- (b) Notwithstanding anything else in these Conditions, if the Company has any liability to pay the Goods and Services Tax ("GST") on any materials and / or services supplied herein to the Client, the Client shall pay to the Company the amount of such GST at the same time as amounts otherwise payable to the Company.
- (c) If the introduction of a regime relating to the emission, removal, mitigation, reduction, avoidance or sequestration of greenhouse gases ("Carbon Scheme") results in any additional financial burden whatsoever to the Company arising from the manufacture or supply of the Goods &/or Work, the Company may increase Rates to recover the reasonable net costs incurred arising from such Carbon Scheme.
- (d) Notwithstanding any other provision of these Conditions, including any special conditions, the Company may change the Rates at its discretion by giving the Client no less than 4 weeks' notice at any time if there has been a material increase in its cost of supply of the Goods &/or Work. In doing so it must act reasonably. The Client may terminate this agreement within 4 weeks of receiving such a notice. If the Client does not terminate this agreement, or if the Client continues to order Goods or Work following the expiration of that 4 week notice period, the Client is deemed to accept the revised Rates.

16. DELAY AND FORCE MAJEURE

The Company shall not be liable in any way for any delay in the supply or performance of Goods & Work where such delay occurs by reason of:

- (a) any cause beyond the reasonable control of the Company including (without limitation) any accident, labour dispute, plant breakdown, materials or labour shortage, the change or introduction of any law or regulation or an act or omission of any supplier or other third party or any failure of any equipment owned or operated by them; or
- (b) restrictions of Government or other statutory authorities, wars, fires, epidemics, failure or fluctuation in any electrical power supply, storm, flood, earthquake

17. TERMINATION

- (a) Either party may immediately terminate this agreement by notice in writing to the other party if the other party fails to comply with or is in breach of any of its obligations under this agreement.
- (b) Further, the Company may terminate these Conditions in its absolute discretion, for any reason whatsoever, by giving written notice to the Client.
- (c) Upon termination pursuant to clause (a) or (b), the Client must pay the Company for Goods & Work (including applicable Service Fees) delivered by the Company up to the date of termination.
- (d) Subject to clause (e), the Company will not be liable to the Client for any Loss arising out of any termination in accordance with clause (a) or (b).
- (e) Where this agreement is a "consumer contract" or "small business contract" as those terms are defined in the Australian Consumer Law, and the Company terminates under clause (b), then the Company will reimburse the Client for any reasonable, direct and unavoidable costs incurred (acting reasonably in anticipation of the supply of the Goods & Work by the Company) prior to receipt of notice of termination. Such reimbursement will be subject to the Client doing all things reasonably necessary to mitigate any loss and will not include any costs and expenses for which liability was assumed after the notice of termination. To the maximum extent permitted by law, the Company will not be liable for any Consequential Loss arising from termination of this agreement.

18. TESTING

- (a) The Company will, at the Client's request, use reasonable endeavours to arrange testing priced in accordance with the Service Fees.
- (b) Any testing conducted or arranged by the Client will be by sampling at the discharge chute performed in accordance with AS 1012 and carried out by a NATA accredited laboratory.
- (c) The Client will provide the Company with copies of any such third party testing conducted.

19. RISK

- (a) Upon delivery of any Goods &/or Work to the Site or any temporary stockpiles, all risk in relation to such Goods &/or Work shall pass to the Client.
- (b) Title in the Goods & Work shall not pass to the Client until the Company has been paid in full.
- (c) Where Goods are sold ex-bin, risk passes to the Client when the material is loaded on the Client's vehicle.

20. EVOLVE

- (a) Where Goods &/or Work involves the application, use of or reliance on Boral Group's Evolve modelling service, including without limitation its associated software, technology, output and reports ("Evolve"), this clause 20 will apply in addition to the rest of these Conditions.
- (b) The Client acknowledges and agrees that:
 - (i) the accuracy and effectiveness of Evolve is dependent on underlying technical input, some of which is provided by third party sources which the Company cannot fully validate; and
 - (ii) any information provided to the Company by the Client for use in connection with Evolve must be accurate, complete and up to date.
- (c) While the Company will take reasonable steps to ensure the accuracy, safety and effectiveness of Evolve, neither the Company nor any of its Related Bodies Corporate (as that term is defined under the Corporations Act 2001 (Cth)) makes any warranty or guarantee in connection with any application or use of or any reliance by any party on Evolve, its output or its related technology.
- (d) Notwithstanding anything to the contrary, to the extent permitted by law, neither the Company nor its Related Bodies Corporate will be liable for:
 - (i) any loss of profit, goodwill, business opportunity, anticipated savings or benefits;

- (ii) the personal injury, illness or death of any person; or
 - (iii) any Consequential Loss,
- in connection with any application or use of or any reliance by any party on Evolve.
- (e) Evolve constitutes the confidential information and/or Intellectual Property of the Company (and/or its Related Bodies Corporate). All rights in and to any such Intellectual Property and confidential information (including without limitation source code, methods of calculation and/or materials derived from the same) remain the sole and exclusive property of the Company (and/or its Related Bodies Corporate) and must not be used or disclosed by the Client for any purpose other than the completion of the Work.

21. SAFETY

- (a) The Client is responsible for ensuring safe and adequate access to the Site for delivery and all other aspects of Site safety.
- (b) The Client shall notify the Company prior to delivery, of any obstacles or peculiarities in relation to the Site including whether the Site or its approach has a gradient greater than 8%.
- (c) The driver making any delivery may refuse to complete the delivery, if not satisfied with the Client's compliance with (a) and (b) above. However, making a delivery shall not constitute an assessment of the safety of the Site and in no way relieves the Client of its obligations under these Conditions, including those relating to safety.
- (d) The Client acknowledges that freshly mixed cement, mortar, concrete or grout may cause skin irritancy. The Client shall ensure that all personnel involved in the Goods &/or Work will avoid contact with exposed skin areas and eyes and wear appropriate protection such as impervious clothing, safety goggles and gloves. The following are general requirements relating to exposure and should not be treated as exhaustive. The Client acknowledges that it has appraised itself of these risks and that it will take appropriate safety precautions and provide sufficient training of its personnel:
 - Should exposure occur, immediately rinse eyes and wash affected skin areas with clean fresh running water for 10 minutes. Seek medical advice if symptoms persist.
 - Avoid breathing dust generated from drilling, sawing or chasing hardened concrete or quarry products as it may contain crystalline silica.
 - Wear appropriate protective clothing, gloves, safety goggles and particulate respirator. Should exposure occur, immediately rinse eyes with fresh clean running water for a minimum of 10 minutes.
 - If dust is inhaled, immediately remove to fresh air. Seek medical advice should inhalation occur or if symptoms persist.

Contact Q-Crete for more information and a Material Safety Data Sheet or to view go to <https://qcrete.com.au>

22. GENERAL

(Severance) Any provision of these Conditions which is unenforceable or partly unenforceable is, where possible, to be read down so as to be enforceable, and if it cannot be read down, severed to the extent necessary to make these Conditions enforceable, unless this would materially change the intended effect of these Conditions.

(Waiver) A right may only be waived in writing, signed by the party giving the waiver, and no other conduct of a party (including a failure to exercise, or delay in exercising, the right) operates as a waiver of the right or otherwise prevents the exercise of the right.

(No Implied terms) The Client may have the benefit of certain statutory guarantees relating to the Goods &/or Work services pursuant to the Australian Consumer Law. Otherwise, to the maximum extent permitted by law, all terms, conditions or warranties that would be implied into these Conditions or in connection with the supply of the Goods &/or Work by law, statute, custom or international convention (including those relating to quality or fitness for purpose) are excluded.

(Governing law) These Conditions are governed by the laws of the State or Territory in which the Goods &/or Work are supplied or performed. The parties submit to the non-exclusive jurisdiction of the courts of that State or Territory and any courts which may hear appeals from those courts. If Goods &/or Work are supplied or performed in multiple places or outside Australia, the Conditions are governed by the laws of Queensland.

(Insurance) The Client must take out and maintain those policies of insurance that would be held by a reasonably prudent customer in the position of the Client.

(Intellectual Property) All Intellectual Property of the Company or its Related Bodies Corporate, including any developed during the course of supply / performance of the Goods & Work, shall remain the sole property of the Company or relevant Related Body Corporate and no license, right or other interest of any kind in respect of such Intellectual Property is granted, created or transferred to the Client.

(Maintenance) A quotation or order confirmation does not cover any maintenance after completion of the supply or performance of the Goods & Work.

(No Adverse Interpretation) These Conditions are not to be interpreted against the interests of a party merely because that party proposed this document or some provision in it or because that party relies on a provision of these Conditions to protect itself.