

TERMS OF TRADE

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PART A: OVERVIEW OF THESE TERMS

These Terms of Trade apply to all Products and Services that we supply to you.

At Total Refrigeration Limited ensuring our Terms are transparent and easy to understand is important to us. If you have any questions or are unsure about anything, please contact us.

To make these Terms easy to use, we:

- (a) have set out a 'Dictionary' in Part H, which explains the specific meaning, for the purposes of these Terms, of the capitalised words used in these Terms; and
- (b) have included **summaries / outlines** for each Part in blue boxes – these are intended for guidance only and do not replace any of the terms in these Terms.

1. Introduction

- 1.1 These Terms set out all of the terms and conditions that apply to Products and Services that we supply to you.
- 1.2 Any other terms and conditions will not apply unless expressly approved in writing by us for a particular Order.
- 1.3 We may update these Terms on notice to you in writing. Our updated Terms will apply to all Products and Services you order after we have notified you that we have updated our Terms.

PART B: PRODUCTS AND SERVICES

Part B sets out details about placing Orders. It also sets out the process that applies if there are any issues with an Order or if an Order is cancelled.

2. Order process

- 2.1 You may order Products and Services from us in accordance with our order processes that we advise to you at any time.
- 2.2 All Orders are subject to acceptance by us. We may accept an Order (in whole or in part) by issuing an invoice for the applicable Products and Services, delivering the Products and Services or otherwise confirming the order in writing.
- 2.3 We are under no obligation to enquire as to the authority of any person placing an Order on your behalf.
- 2.4 You may request Variations to Orders. However, acceptance is at our discretion and is subject to our approval in writing, and in accordance with clause 8.

3. Delivery of Products and Supply of Services

- 3.1 We will use reasonable efforts to deliver Products and provide Services on the Delivery Date specified in the relevant Order. However, unless expressly agreed otherwise, the Delivery Date is indicative only.
- 3.2 You may collect the Products at our premises, or we will deliver the Products and provide the Services at the delivery location set out in the relevant Order or any other location agreed with you in writing.
- 3.3 If you request that we leave the Products outside our premises for collection or to deliver the Products to an unattended location, then the Products shall be left at your sole risk. In the event that the Products are lost, damaged or destroyed then replacement of the Products shall be at your expense.
- 3.4 Subject to clause 17, if the delivery location is at your premises, you must provide our Representatives with suitable access to your premises during normal business hours, together with any assistance reasonably required by our Representatives to deliver the Products and perform the Services.

4. Supply of Products

- 4.1 Clauses 4 and 6 applies if your Order relates to Products.
- 4.2 We may deliver Orders in instalments (unless agreed otherwise).

- 4.3 If you delay, fail or refuse to accept delivery of Products, the Products will be treated as delivered when we were willing and able to deliver the Products. Without affecting any other rights we may have, we may charge you for any reasonable expenses or additional costs incurred by us as a result of the delay, failure or refusal to accept delivery (including storage).
- 4.4 Risk in the Products passes to you on delivery.
- 4.5 You are responsible for ensuring that any instructions, recommended uses, applications and installation methods are followed for Products and any cautions and/or warnings are observed.

5. Second-hand Products

- 5.1 In the case of second-hand Products we supply, you agree that you have had full opportunity to inspect the second-hand Products prior to delivery.
- 5.2 Subject to us complying with clause 5.1, you agree that:
 - (a) any second-hand Products supplied may contain defects, which will not be treated as a Defect under these Terms;
 - (b) we do not give any warranty as to the quality or suitability of such Products; and
 - (c) any implied warranty (statutory or otherwise) in relation to such Products, is (to the extent permitted by law) expressly excluded.

6. Defects

- 6.1 You must inspect the Products on the date of delivery and notify us of any alleged defect or damage or incorrect Products or quantity (**Defects**). Upon request, you must allow us to inspect, or return to us, any defective or damaged Products. You should notify us of any alleged Defects as soon as possible to enable us to confirm that any Defects occurred before delivery to you.
- 6.2 If there are any Defects in an Order, the remedies set out in clause 25.1 will apply.

7. Cancellation

- 7.1 Either party may cancel an Order by written notice if the other party:
 - (a) commits a material breach of these Terms which is not remedied within 20 Business Days of written notice of the breach from the other party; or
 - (b) suffers an Insolvency Event.
- 7.2 If we are unable to deliver any Products or Services to you, due to reasons beyond our reasonable control, we may cancel the Order (in whole or in respect of any instalment) by giving written notice to you. We will repay you any amount you have paid to us in advance for the relevant Products and/or Services. We will not be liable for any loss or damage arising from such cancellation.

- 7.3 You may cancel delivery of the Products and/or Services by written notice served within 24 hours of placement of the Order.
- 7.4 We will not accept cancellation of any Order or any Order for Products made to your specifications, or for non-stocklist items, after the Order has been accepted by us except in accordance with clause 7.

8. Variations

- 8.1 We may require variations to an Order if we identify factors that affect delivery of the Products and Services to you, before or during our provision of the Products and Services. Any such variations will be submitted to you for approval (**Variation Notice**). You must respond to a Variation Notice as soon as possible (and within 10 Business Days). We may suspend or delay provision of the Products and Services pending your approval.
- 8.2 If you do not respond to a Variation Notice within 10 Business Days, we may assume that you have accepted the applicable variations.
- 8.3 If you notify us, within 10 Business Days of a Variation Notice, that you do not accept the variations, we will cancel the Order (or, if applicable, the remaining Products and Services to be provided under the Order) on notice to you. We will repay you any amount you have paid to us in advance for the Products and Services that we do not provide as a result of such cancellation (less any unrecoverable costs that we have incurred).

PART C: PRICE

Part C sets out terms relating to the Price for the Products and Services.

9. Price

- 9.1 The Price for Products and Services will be:
 - (a) calculated in accordance with our current price list as at the date you submit the relevant Order;
 - (b) calculated based on our standard hourly rate as at the date of the Services that are provided;
 - (c) the Price that we have quoted for the Products and Services (subject to clause 9.5).
- 9.2 We may update our price list and standard hourly rates at any time on notice to you in advance. Any such updates will only apply to Orders placed after the effective date of the update.
- 9.3 Unless otherwise stated, the Price does not include GST.
- 9.4 We may charge you for freight, insurance, installation, disbursements and any applicable taxes, duties and levies, in addition to the Price.

- 9.5 Where we provide a quotation, proposal or estimate:
- (a) unless otherwise specified, the quotation, proposal or estimate is valid for 30 days from the date of issue and may be subject to such further conditions as are expressly set out in the quote, estimate or pricing;
 - (b) we may withdraw the quotation, proposal or estimate at any time before you accept it or we accept an Order by notice in writing to you; and
 - (c) the quotation, proposal or estimate will be exclusive of any applicable additional amounts referred to in clause 9.4.

PART D: PAYMENT TERMS

Under these Terms, we may supply Products and Services to you on credit. It is very important to us that you pay us in full by the due date for payment. The following clauses provide additional protections for us to reflect that arrangement, including terms that will apply if there are any delays or disputes relating to payments.

10. Payment

- 10.1 You must pay us all Amounts Owing to our bank account (notified to you and updated at any time) or any other payment method that we agree with you.
- 10.2 Payment shall be:
- (a) before delivery of the Products; or
 - (b) on delivery of the Products; or
 - (c) on completion of the Services; or
 - (d) by way of instalments/progress payments in accordance with the Order; or
 - (e) as indicated on our invoice; or
 - (f) 20th of the month following; or
 - (g) no later than 7 days from the date of the invoice (unless otherwise stated on the invoice), and
 - (h) in full without deduction, withholding, set-off or counterclaim.
- 10.3 If you have any dispute relating to an invoice issued by us, you:
- (a) must notify us of that dispute in writing within 5 days from the date of invoice (after that period, unless there is a manifest error, you will be deemed to have accepted the invoice); and
 - (b) will only withhold payment of the amount in dispute and will, upon resolution of any dispute, immediately pay the balance (if any) due to us.

- 10.4 We and you each agree to promptly deal with any disputed invoices and, where possible, to resolve disputes before the due date for payment.

11. Credit terms and repayment obligations

- 11.1 The supply of Products and Services to you on credit is subject to our prior approval. We may use the services of credit reporters and debt collection agencies (in accordance with clause 18.2).
- 11.2 You must notify us immediately:
- (a) if you suffer an Insolvency Event. Any Amount Owing will, whether or not due for payment, immediately become due and payable if an Insolvency Event occurs; or
 - (b) if you are a company and there is a material change in your effective management or ownership.

12. Deposit and guarantee

- 12.1 We may require that you pay us in advance, or pay a deposit, or provide a guarantee or other security, before we supply Products or Services, as security for any Amount Owing.
- 12.2 If we cancel an Order (for any reason other than your breach of these Terms), we will refund any deposit that you have paid to us in full. Otherwise, any deposit that you pay to us is non-refundable, unless we expressly agree otherwise in writing.

13. Rights to recover Products

- 13.1 We retain ownership of all Products that we supply to you until we have received payment in full of the Amount Owing.
- 13.2 You may resell or use any Products in the ordinary course of your business before ownership of the Products has passed to you. However, you will be deemed to hold the proceeds of sale or use (in whatever form) on trust for us to the extent of the Amount Owing.
- 13.3 If any Amount Owing is overdue or if an Insolvency Event occurs, you must return Products to us on request or permit us to enter any premises where Products may be stored to repossess those Products.

14. Late payments

- 14.1 If payment in full of any Amount Owing (which is not subject to a genuine dispute) is not made to us on the due date, we may:
- (a) suspend, or cancel (in accordance with clause 7.1(a)), the provision of any or all Products and Services to you;
 - (b) cancel any rebates or discounts (whether or not previously credited); and
 - (c) charge you interest at a rate of 2.5% per month on the balance of the outstanding amount from the due date of payment until the date the outstanding amount is paid, accruing daily and charged monthly.

15. Costs of recovering Amounts Owing

- 15.1 You must reimburse us for any reasonable costs and expenses we incur to recover any Amount Owing, or exercise our rights to recover Products, including any debt collection fees or commission and full legal expenses.

16. Security interests

- 16.1 You acknowledge that these Terms create, in our favour, a security interest (as defined in the PPSA) in all Products and the proceeds of any Products (in accordance with clause 13.1) (**Security Interest**), to secure the payment by you to us of the Amount Owing.
- 16.2 You undertake to promptly sign any further documents which we may reasonably require to enable us to perfect and maintain the perfection of the Security Interest (including by registration of a financing statement) and to provide not less than 14 days' prior written notice of any proposed change in your name and/or any other change in details (including changes in address, trading name or business practice).
- 16.3 The parties agree to contract out of sections 114(1)(a), 133 and 134 of the PPSA. You agree to waive your rights under the PPSA to the extent permitted by section 107(2) of the PPSA and to receive a verification statement relating to the Security Interest. Where we have rights in addition to Part 9 of the PPSA, those rights will continue to apply.
- 16.4 We reserve the right to require a guarantee, or any other additional security (at your cost), as security for payment, before we provide Products or Services to you.

PART E: COMPLIANCE AND INFORMATION

Part E sets out the provisions relating to health and safety, privacy, confidentiality and intellectual property rights. Unless we agree otherwise, we own all intellectual property rights in the Products and Services.

17. Health and safety

- 17.1 Each party will comply with the Health and Safety at Work Act 2015 (**HSW Act**), including all applicable regulations under the HSW Act, as well as all applicable standards and codes of practice relating to health and safety. In addition, each party will comply with the other party's pre-notified and reasonable health and safety policies when on the party's premises.
- 17.2 You must notify us of any known hazards arising from your premises to which any of our Representatives may be exposed while on the premises and ensure that your workplace is without risks to the health and safety of any person.
- 17.3 Each party must consult, co-operate with and co-ordinate activities with all other persons who have a health and safety duty in relation to the same matter in providing the Products and/or Services (including in connection with the delivery of the Products and/or Services).

18. Privacy

- 18.1 We may collect, use and share Personal Information:
- (a) for the purposes of the performance of our obligations or exercise of our rights under these Terms; and
 - (b) in accordance with the Privacy Act 2020.
- 18.2 We may share Personal Information with our Related Companies.
- 18.3 We may use the services of credit reporters and debt collection agencies to manage credit and recover amounts owing. We may provide your Personal Information to those agencies in order to use their services. Information disclosed to credit reporters (including default information) will be held by them and used to provide credit reporting services.
- 18.4 The credit reporters we may use are Centrix, Equifax, and Experian. Details of how the credit reporters handle your Personal Information can be found in their privacy policies:
- (a) Equifax: <https://www.equifax.co.nz/privacy>
 - (b) Centrix: <https://www.centrix.co.nz/privacy-statement>
 - (c) Experian: <https://www.experian.co.nz/privacy-policy>
- 18.5 The debt collection agency we use is EC Credit Control (NZ) Limited. Details of how they handle your Personal Information can be found in their privacy policy: <https://www.eccreditcontrol.co.nz/privacy/>
- 18.6 By accepting these Terms, you understand that:
- (a) we may use the credit reporters credit report services to credit check you;
 - (b) in doing so we may provide your Personal Information to the credit reporter, and they will store this information on their systems and use it to provide reporting services to us and their customers;
 - (c) the credit reporters may provide us with Personal Information they hold about you for the purposes of a credit reference;
 - (d) if you default on any payment obligations, information about the default may be given to the credit reporters, and they may share this information with their customers;
 - (e) we may use the credit reporting services for purposes relating to the provision of credit to you. This may include using the credit reporters monitoring services to receive updates if any of the information held about your changes; and
 - (f) you have rights of access to, and correction of your credit information and any other Personal Information held by the credit reporters as set out in their privacy policy.
- 18.7 If you provide us with any information about a third party (including a Representative), or authorise us to collect that information, you confirm that you are authorised by the individual concerned to provide their Personal Information to us or authorise the collection of information about them in accordance with this clause 18. You also confirm that you have informed the individual of their rights to access and request correction of Personal Information.
- 18.8 You (if you are an individual) and your Representatives have the right to access, and request correction of, any of your Personal Information held by us.
19. Confidentiality
- 19.1 Each party must keep confidential all Confidential Information.

- 19.2 Nothing in clause 19.1 prevents a party from disclosing Confidential Information if disclosure is:
- required by law or a Regulator (but only to the extent required or, if applicable, requested by a Regulator);
 - is reasonably required to enable a party to perform its obligations or exercise its rights under these Terms; or
 - to a Related Company or Representatives on a 'need to know' basis, provided that person is under a duty to keep the Confidential Information confidential in accordance with these Terms.
- 19.3 We may refer to you as a customer (including by using your logo) and publish any testimonials or references that you provide to us, on our website and associated marketing materials. We will ensure that any such references or testimonials accurately represent your experience with our Products and Services. Please contact us if you do not approve us referring to you in accordance with this clause or have any comments on published content.
- 20. Insights and Intellectual property**
- 20.1 We may also use any information that we collect in connection with the Products and Services to improve our Products and Services, for statistical and research purposes, and for general information purposes including to provide industry and market insights (together, **Insights**), provided that:
- we must ensure that our obligations of confidentiality and privacy are paramount – for example, we will ensure that any information that we disclose or publish in accordance with this clause 20.1 is in a fully aggregated and de-identified form (so that it does not identify you or any individuals); and
 - we will not use information that we collect in connection with the provision of Products and Services to you, in accordance with this clause 20.1, if you have informed us that you do not authorise us to do so.
- 20.2 To the extent required by law, you grant us a non-exclusive, perpetual, irrevocable, royalty-free licence to use and sub-licence information we collect in connection with the provision of Products and Services to you, in accordance with clause 20.1. However, for clarity, we own the intellectual property rights in all Insights.
- 20.3 We (or our licensors) own all rights, title and interest in the intellectual property rights in the Products and Services at all times.
- 20.4 Any new intellectual property which is created by us or on our behalf, including as a result of, or in connection with, the provision of our Products and Services, will be owned by us, unless otherwise agreed in writing.
- 20.5 You assign all intellectual property rights to us with effect from creation to the extent required to give effect to clause 20.3 and 20.4, and agree to do all things reasonably required by us to give effect to such assignment.
- 20.6 You warrant that the use by us of any designs, instructions or specifications supplied to us by you will not infringe the intellectual property rights of any other person and indemnify us against any losses, damages, liabilities or costs (including full legal costs) that we may suffer or incur in the event of any such infringement.

PART F: DISPUTE RESOLUTION AND LIABILITY

If a dispute arises under these Terms, we must follow the process in this part F to resolve the matter. If a claim arises under these Terms, any amount payable by you or us will be limited by the liability framework set out in this Part F.

21. Dispute Resolution

- 21.1 If a dispute arises out of or in connection with these Terms, either party may give a notice to the other setting out the details of the dispute (**Dispute Notice**).
- 21.2 Following receipt of a Dispute Notice:
- a Representative of each of us (with authority to settle the dispute) will meet, within 10 Business Days, to try to resolve the dispute;
 - if the dispute is not resolved within 10 Business Days of our Representatives meeting (or if the meeting does not take place, for any reason, within 10 Business Days of the date of a Dispute Notice), the dispute will be referred to the senior manager of each party (if applicable), who will try to resolve the dispute within a further 10 Business Days; and
 - if the dispute is not resolved by our respective Representatives in accordance with clause 21.2(b), then either party may commence court proceedings.
- 21.3 This clause 21 does not restrict either party from applying to a court for interim measures or any other form of urgent relief at any time. However, neither party may commence any other form of court proceeding without first following the procedure set out in this clause 21.
- 21.4 Each party must continue to perform its obligations in these Terms, despite the existence of a dispute, subject to the termination rights set out in these Terms.

22. Consumer Guarantees Act

- 22.1 If you are acquiring, or hold yourself out as acquiring, any Products or Services in trade, to the extent permitted by law, you agree that the parties are contracting out of the CGA (to the extent that the CGA would otherwise apply) and that the CGA does not apply to any matters covered by these Terms.
- 22.2 If you are acquiring any Products for the purpose of resupply in trade, you undertake that you will:
- contract out of the CGA to the maximum extent permitted by law in your contracts with your own customers; and

- procure that your customers, and each other person in the distribution chain thereafter, contract out of the CGA to the maximum extent permitted by law in their contracts with customers.

You will indemnify us against any liability or cost incurred by us as a result of your breach of this clause 22.2.

23. Warranties

- 23.1 We warrant that all Products and Services are free from material defects in materials and workmanship. However, this warranty will not cover any defect or damage to the extent that it is caused by:
- any fault or defect in our Products or Services resulting from any of your (or your Representatives) acts or omissions (outside of the ordinary use of the Products or Services); or
 - minor deviations in specification, measurements, colour, weight, size or strength of the Products.
- 23.2 You acknowledge that, except for the warranty set out in clause 23.1 and any written materials that we provide to you:
- we do not provide any other express warranties relating to the Products and Services; and
 - we expressly exclude any other Product and and/or Service warranties, including any warranties relating to the suitability for resale, quality or fitness for any particular purpose, of our Products or Services. However, this clause 23.2 is subject to any rights that you may have under the CGA (in accordance with clause 22).

24. Third party suppliers

- 24.1 If you request and authorise us to arrange the provision of Products or Services directly to you by a third party supplier (whether or not such arrangement involves us contracting as your agent), to the extent applicable, these Terms will apply to our Services in arranging such supply, provided that to the extent permitted by law we exclude all liability in connection with the supply of Products and Services to you directly by a third party supplier. You agree to pay any commission or other payments due to us in accordance with these Terms.

25. Limitation of liability

- 25.1 To the extent permitted by law, subject to clause 25.3, our total liability under or in connection with these Terms and the Products and Services is limited to, at our option:
- in the case of Products, any one or more of the following:
 - the replacement of the Products or the supply of equivalent products;
 - the repair of the Products;
 - the payment of the cost of replacing the Products or of acquiring equivalent products; or
 - the payment of the cost of having the Products repaired; or
 - in the case of Services:
 - supplying the Services again; or
 - the payment of the cost of having the Services supplied again.
- 25.2 Subject to clause 25.3, if we have any liability under or in connection with these Terms, to the maximum extent permitted by law:
- our total aggregate liability to you for any loss, damage or liability arising out of or in connection with these Terms will be limited to the Price paid by you to us for the applicable Products and/or Services; and
 - we will not be liable for any:
 - indirect, special or consequential loss or damage whatsoever; or
 - loss of profits, revenue, data, goodwill, customers or opportunity or loss of or damage to reputation.
- 25.3 Nothing in these Terms (including clauses 25.1 and 25.2) will limit or exclude our liability for:
- any fraudulent act or omission;
 - a breach of clause 18.2 (Confidentiality);
 - our wilful breach of these Terms;
 - our gross negligence; and/or
 - any matter to the extent that liability cannot be excluded or limited by law.
- 25.4 The limitations and exclusions on liability in this clause 25 will apply irrespective of whether the legal basis for the applicable claim contract, equity or tort (including negligence). However, this clause 25 does not limit or exclude any rights that you may have under statute.
- 25.5 In no circumstances will we have any liability whatsoever under or in connection with these Terms:
- for the acts or omissions of your Representatives or any third party;
 - for any acts or omissions of performance in accordance with your instructions (or instructions from your Representatives); or
 - to any third party.

PART G: GENERAL

Part G describes miscellaneous provisions necessary for the proper operation of these Terms.

26. General

- 26.1 **Governing Law:** These Terms are governed by and to be construed in accordance with the laws of New Zealand and each party submits to the exclusive jurisdiction of the Northshore courts of New Zealand.

- 26.2 **Previous Agreements:** These Terms supersede and replace any previous written agreements between the parties relating to the Products and Services.
- 26.3 **Sub-contracting:** We may subcontract the performance of our obligations (including to a Related Company), on the basis we remain solely liable to you for the performance of our obligations.
- 26.4 **Assignment:** You must not assign, novate or transfer your rights or obligations under these Terms without our prior written consent (which may be withheld in our sole discretion). We may assign these Terms to any other person on notice to you (provided that we will request your prior approval (not to be unreasonably withheld or delayed) if the assignment could have any material adverse effect on you). Without limiting the foregoing, we may assign to any other person all or part of the Amount Owing by you to us.
- 26.5 **Amendments:** Any amendment to these Terms must be in writing signed by each party, except where stated otherwise in these Terms or where we are required to make changes to ensure compliance with applicable laws (in which case we notify you of the changes in writing).
- 26.6 **Force majeure:** We will not be liable to you for any failure or delay in performing our obligations under these Terms where such failure or delay is caused by events or circumstances beyond our reasonable control, including any strike, lockout, labour dispute, delay in transit, embargo, epidemic, pandemic, accident, emergency, order of government or other authority or act of God.
- 26.7 **Waiver:** A single or partial exercise or waiver of a right relating to these Terms does not prevent any other exercise of that right or the exercise of any other right.
- 26.8 **Survival:** Any provision of these Terms, which is by its nature a continuing obligation, will survive termination.
- 26.9 **Rights of Third Parties:** These Terms are not intended to confer a benefit on any person other than the parties to these Terms.
- 26.10 **Relationship:** We will provide Products and Services to you as an independent supplier. Nothing in these Terms creates a relationship of employment, trust, agency, joint venture, partnership or any other fiduciary relationship between the parties.
- 26.11 **Non-exclusive:** These Terms are not exclusive and do not impose any restriction on us providing Products and Services to, or you purchasing any product or services from, any other person.
- 26.12 **Counterparts:** These Terms may be executed in any number of counterparts (including by electronic signature or by email exchange of .pdf copies) which together will constitute the one instrument.

PART H: DICTIONARY

Part H sets out a Dictionary, to define the capitalised terms used in these Terms.

27. Definitions

Amount Owing means any amount owed by you to us, from time to time, including the Price, any applicable amounts referred to in clause 9.4, any interest payable by you, your liability under these Terms and any enforcement costs incurred by us in seeking payment of any Amounts Owing by you.

Business Day means Monday to Friday, excluding public holidays in New Zealand.

Confidential Information means all information that could be reasonably regarded in the circumstances as confidential, including information which relates to the business, interests or affairs of a party, the terms of use, the Products and Services (as applicable), and intellectual property rights, but excludes information which is:

- (a) in the public domain, other than as a result of a breach of these Terms;
- (b) in the possession of a party prior to the commencement of these Terms without any obligation of confidentiality; and
- (c) is independently developed or acquired by a party prior to the commencement of these Terms without relying on information which would itself be Confidential Information.

Consumer has the meaning given to that term in the Consumer Guarantees Act 1993.

Delivery Date means the date for delivery of the Products and/or Services, as specified in the Order.

Insolvency Event means, in relation to you, any of the following steps has occurred (or we have reasonable grounds to believe that any of these steps is likely to occur):

- (a) the primary, or all, of your business activities is suspended or ceases
- (b) the presentation of an application for your liquidation;
- (c) the making of any compromise, proposal or deed of arrangement with all or some of your creditors;
- (d) the appointment of a liquidator, receiver, statutory manager, or similar official;
- (e) your suspension or threatened suspension of the payment of your debts as they fall due;
- (f) the enforcement of any security against the whole or a substantial part of your assets;
- (g) if you are an individual, anything having a similar effect to any of the events specified above happens in relation to you; or
- (h) any other insolvency event or proceedings analogous to any of the foregoing occurs in any relevant jurisdiction,

in each case, unless it takes place as part of a solvent reconstruction, amalgamation, merger or consolidation.

Order means an order for Products or Services that you submit to us and

we approve, in accordance with clause 2.

Personal Information has the meaning given to that term in the Privacy Act 2020.

PPSA means the Personal Property Securities Act 1999.

Price means the Price payable, in accordance with clause 9.1.

Products means any Products (and associated services) supplied by us to you at any time, including the Products specified in an Order.

Regulator means any authority, commission, government department, court, tribunal, or similar having regulatory or supervisory authority over the parties or any of the Products and/or Services.

Related Company has the meaning given to it in the Companies Act 1993, read as if a reference to company was a reference to any body corporate of any jurisdiction.

Representatives means directors, officers, employees, agents and contractors of the relevant party.

Services means any services supplied by us to you at any time, including the Services specified in an Order.

Specific Terms means the terms (if any) that are included in Part I to these Terms.

Terms means these Terms of Trade (including any Specific Terms outlined in Part I), as may be amended from time to time, each Order and any additional terms expressly agreed in accordance with clause 1.2 (if applicable).

We or us means the supplier of Products and Services, Total Refrigeration Limited.

You or your means the customer purchasing Products and Services from us.

28. Interpretation

In these Terms, unless the context otherwise requires:

- (a) headings are for convenience only and do not affect interpretation;
- (b) a reference to legislation includes all regulations, orders, instruments, codes, guidelines or determinations issued under that legislation or and any modification, consolidation, amendment, re-enactment, replacement or codification of it;
- (c) a reference to "in writing" includes by email and a reference to "agree" or "agreement" or "notice" or "approval" means an agreement, notice or approval (as applicable) in writing;
- (d) the words "include" or "including", or similar expressions, are to be construed without limitation;
- (e) a reference to a party to includes that party's successors and permitted assigns and substitutes; and
- (f) a word importing the singular includes the plural and vice versa.

PART I: SPECIFIC TERMS

Part I details any specific terms that apply to your order of the Products and Services.

29. Additional charges

29.1 You acknowledge and accept that:

- (a) the supply of Products for accepted Orders may be subject to availability and if, for any reason, Products are not or cease to be available, we reserve the right to vary the Price with alternative Products subject to prior confirmation and agreement of both parties;
- (b) we also reserve the right to halt all Services until such time as we both agree to such changes. We shall not be liable to you for any loss or damage you suffer due to us exercising our rights under this clause; and
- (c) the cost of any fees or inspections by engineers or council shall be your responsibility.

29.2 If we have been requested to diagnose a fault that requires investigation, disassembly and/or testing, all costs involved will be charged to you irrespective of whether or not the repair goes ahead.

29.3 You shall obtain (at your expense) all licenses and approvals that may be required for the Products or Services.

30. Your acknowledgments

30.1 The Services' commencement date will be put back and the completion date extended by whatever time is reasonable in the event that we claim an extension of time (by giving you written notice) where completion is delayed by an event beyond our control, including but not limited to any failure by you to:

- (a) make a selection;
- (b) have the site ready for the Services; or
- (c) notify us that the site is ready.

30.2 We have the right to postpone or refuse to provide Services where:

- (a) unsafe or unsanitary conditions exist; or
- (b) we deem that the equipment under the contract is no longer economically repairable. We will provide you with a proposal to replace such equipment; or
- (c) the access to the equipment is not accessible including but not limited to, not having adequate crawl space, attic and roof space to provide dry access to service equipment and assets.

30.3 You acknowledge and agree that where we have performed temporary repairs on the equipment that we:

- (a) offer no guarantee against the reoccurrence of the initial fault, or any further damage caused; and

- (b) will immediately advise you of the fault and shall provide you with an estimate for the full repair of the damaged equipment.
- 30.4 Where you have supplied materials for us to complete the Services, you acknowledge that you accept responsibility for the suitability of purpose, quality and any faults inherent in those materials. However, if in our opinion, it is believed that the materials supplied will not conform to the New Zealand regulations, then we shall be entitled, without prejudice, to halt the Services until the appropriate conforming materials are sourced and all costs associated with such a change to the plans will be invoiced in accordance with clause 8.
- 30.5 You agree that all materials supplied by you or your third-party subcontractors will:
- be supplied in accordance with all legislative requirements; and
 - be suitable for their inclusion into the Services.
- 31. General risk**
- 31.1 You warrant that any structures to which the Products are to be affixed are able to withstand the installation of the Products and that any electrical connections (including, but not limited to, meter boxes, main switches, circuit breakers, and electrical cable) are of suitable capacity to handle the Products once installed. If, for any reason (including the discovery of asbestos, defective or unsafe wiring, or dangerous access to crawl spaces and/or roofing), we reasonably form the opinion that your premises is not safe for the installation of Products to proceed then we shall be entitled to delay installation of the Products (in accordance with clause 30.1) until we are satisfied that it is safe for the installation to proceed.
- 31.2 In the event asbestos or any other toxic substances are discovered at the property, that it is your responsibility to ensure the safe removal of the same. You further agree to indemnify us against any costs incurred by us as a consequence of such discovery. Under no circumstances will we handle removal of asbestos product.
- 31.3 All work will be tested to ensure that it is electrically safe and is in accordance with the wiring rules and other standards applying to the electrical installation under the Electrical Safety Regulations. All of the cabling work will comply with the Australian and New Zealand Wiring standards.
- 31.4 You acknowledge that:
- we are only responsible for parts that are replaced by us, and in the event that other parts/goods, subsequently fail, you agree to indemnify us against any loss or damage to the Products, or caused by the goods, or any part thereof howsoever arising;
 - all descriptive specifications, illustrations, drawings, data dimensions, and weights stated in our fact sheets, price lists or advertising material are indicative only and that you have not relied on such information; and
 - you shall:
 - not be entitled to withhold any payment due under this contract because of any delay in the connection of, or the supply of electricity to the Products by an electrical distributor or any other third party;
 - be responsible for any building work, excavation work, core drilling or any other non-standard surface penetrations that need to be carried out to enable us to carry out the Services;
 - provide and have erected scaffolding to enable the Services to be undertaken (where in our opinion it is deemed necessary). Any scaffolding must comply with industry safety standards and any person erecting the scaffolding shall be suitably qualified to ensure its safe and proper erection, and where necessary, shall hold a current certificate of competency and/or be fully licensed;
 - remove any furniture or personal/valuable items from the vicinity of the Services, and agree that we shall not be liable for any damage caused to those items through your failure to comply with this clause;
 - provide us while at the site with adequate access to electricity, temporary lighting, toilet, eating and first aid facilities if so required; and
 - be wholly responsible the removal of rubbish from or clean-up of the site and any animals and/or children present on the site.
- 31.5 We shall:
- upon installation ensure that all Products are installed in a manner that is fully compliant with industry standards. If, for any reason, you specifically require the Products to be installed in any way which goes against our recommendations and/or falls below industry standards; a request detailing that requirement must be made in writing to us. Accordingly, we offer no warranty in regard to the aforementioned; and
 - be entitled to rely on the accuracy of any plans, specifications and other information provided by you. You acknowledge and agree that in the event that any of this information provided by you is inaccurate, we accept no responsibility for any loss, damage, or costs however resulting from these inaccurate plans, specifications or other information.
- 31.6 We accept no responsibility for:
- any damage or performance related problems with any Products where they have not been used and/or maintained in accordance with our and/or the manufacturers' recommendations;
 - any damage or defects in any Products caused by movement and/or interference of the said Products; and
 - painting, re-decorating, re-sealing, carpentry or any other Services
- required for the restoration or making good of any surface/area where any Services have been carried out.
- 31.7 You warrant that no other tradesmen shall interfere with any Services and/or Products supplied by us. We shall not be liable for any costs, damages or loss however arising from your failure to comply with this clause.
- 32. Air conditioning/refrigeration/marine risk**
- 32.1 Whilst the final location of any unit(s) is at your discretion, we or our approved installer reserves the right to halt work if we believe that the unit is being placed in the incorrect area for best usage and delivery of best unit operation efficiency. If this is the case, we (or our approved installer) will require a change to the scope of Services, with a written and signed variation to include the change and the agreement from you that in your opinion the unit placement is at your decision only and may not therefore provide best efficiencies. Such variation may well incur further cost over and above the agreed quote prior to these changes.
- 32.2 The final location shall be as above described, with the agreement between the parties.
- 32.3 We shall upon installation ensure that all installed equipment meets current industry standards applicable to noise levels, however we cannot guarantee that noise levels will remain constant post installation as the equipment may be impacted by many factors such as the weather, lack of maintenance, tampering etc.
- 32.4 In the event that any of the equipment needs to be relocated due to complaints from neighbours or local authorities, then you shall be responsible for any and all costs involved.
- 32.5 You acknowledge and agree that it is your responsibility to insure any equipment partly or completely installed on site, against theft or damage.
- 32.6 In the event that the electrical wiring is required to be re-positioned at the request of any third party contracted by you then you agree to notify us immediately upon any proposed changes. You agree to indemnify us against any additional costs incurred with such a relocation of electrical wiring. All such variances shall be invoiced in accordance with clause 8.
- 33. Access**
- 33.1 In accordance with clause 3.4, you shall ensure that we always have clear and free access to the site to enable us to undertake the Services. We shall not be liable for any loss or damage to the site (including, without limitation, damage to pathways, driveways and concrete or paved or grass areas) unless due to our negligence.
- 33.2 You agree to be present at the site when and as reasonably requested by us and our employees, contractors and/or agents.
- 34. Hidden amenities**
- 34.1 Prior to us commencing any work you must advise us of the precise location of all hidden amenities on the site and clearly mark the same. The hidden amenities you must identify include, but are not limited to, electrical services, gas services, sewer services, pumping services, sewer connections, sewer sludge mains, water mains, irrigation pipes, telephone cables, fibre optic cables, oil pumping mains, and any other services that may be on site.
- 34.2 Whilst we will take all care to avoid damage to any hidden amenities you agree to indemnify us in respect of all and any liability claims, loss, damage, costs and fines as a result of damage to services not precisely located and notified as per clause 34.1.
- 35. Electrical testing**
- 35.1 If during the course of installation when the Services are being conducted within and around switchboards that if the same is found defective or deemed to be unsafe by us, then we shall notify you immediately. The power, if isolated, will not be re-energised until such time as the existing condition has been rectified and made safe in accordance with the Electrical Safety Regulations. You accept and agree that any costs associated with the rectification Services including any Products and labour shall be the responsibility of you and will be shown as a variation on the invoice.
- 35.2 Any live services or Services undertaken near live conductors where it is safe to do so shall be dealt with in accordance with Australian and New Zealand Wiring standards being "Safe working on Low Voltage Electrical Installations, relevant Commonwealth and Statutory Acts and Work Place Regulations". Our live service procedures are designed to eliminate risk of injury to our employees, damage to your installations and unexpected power disconnections. It may in some cases require disconnection and isolation of the installation to undertake such Services for which additional charges may be applicable. This shall be invoiced in accordance with clause 8.
- 36. Maintenance agreement**
- 36.1 The commencement date shall be the date of the first delivery of the Services under a maintenance agreement, or from the date of signing, whichever is the earlier. A maintenance agreement shall be for the period ("initial term") as agreed between both parties and shall revert to a monthly roll over basis automatically, thereafter, unless agreed otherwise until terminated by either party by giving at least 30 days required notice as defined in the maintenance agreement prior to the expiration date of the initial term or any additional term.
- 36.2 If you wish to terminate the maintenance agreement during a stipulated term, we may charge you an early termination fee, the amount of which will depend on the Services acquired by you and the date of termination.