

TERMS AND CONDITIONS OF GRACE REMOVALS GROUP LIMITED

These terms and conditions are available to be read at each office of the Contractor and in particular at the cities described overleaf.

1. PRELIMINARY

- 1.1 This contract is made between Grace Removals Group Limited ("the Contractor") and any of its customers ("the Customer"). All business undertaken by the Contractor, including the provision of any advice, information or other services is undertaken upon and subject to these conditions.
- 1.2 In these conditions singular words shall include the plural and vice versa, the word "person" shall include corporations, the expression "the contract" shall mean the contract between the Contractor and the Customer including these conditions, and where there is more than one customer, they shall be bound jointly and severally under these conditions.

2. VARIATION OF CONDITIONS

- 2.1 These conditions may be altered by mutual consent of the Contractor and the Customer. The Contractor's consent for any such alteration may only be given by its National Manager, and must be evidenced in writing.

3. CONTRACTOR'S RIGHTS AND OBLIGATIONS

- 3.1 Contractor accepts goods for carriage only upon these terms and conditions.
- 3.2 The Contractor may enter into any contract with any sub-contractor to carry out the whole or any part of the contract. The Customer agrees that all work may be performed on behalf of the Contractor by any sub-contractor, who has the right to rely on the benefit of these conditions.
- 3.3 The Contractor is not a common carrier and does not undertake the obligations or liabilities of one. The Contractor may in its absolute discretion refuse to accept for carriage any goods or any class of goods and shall not be obliged to give any reasons for such refusal.
- 3.4 The Contractor is not an air carrier and does not itself or by sub-contractors or agents undertake to carry goods by air, or to be responsible for goods carried by air.
- 3.5 The Contractor will endeavor to carry out the work within the time desired, but shall not be liable for loss through any delay from any cause beyond its control. The Contractor may make a deviation from any route whether in New Zealand or to or from an overseas destination without affecting its liability.
- 3.6 The Contractor shall not be responsible or liable for any article not specified in the contract. Unless required and an extra charge is paid, the contract need not show the condition of any goods or contents of any container. The fact that anything is or is not stated in the contract shall not create any inference as to the state or condition of any goods.

4. CUSTOMER'S RIGHTS AND OBLIGATIONS

- 4.1 The Customer warrants that any goods removed or stored under the contract are owned by the Customer, or that the Customer has full right, power and authority to allow such removal or storage. The Customer shall indemnify the Contractor against any claim arising or expense incurred as a result of any breach of this warranty.
- 4.2 The Customer will ensure that no article required to be removed is left behind, that no goods or fixtures are taken away in error and articles left in unoccupied premises are protected. The Customer shall indemnify the Contractor, against all claims in respect of any such matter.
- 4.3 The Customer will not give to the Contractor for packing, removal or storage any article or substance which is, or is likely to be, of a dangerous, corrosive, inflammable, explosive or damaging nature, or anything likely to encourage vermin, borer, or any other pest. The Customer shall indemnify the Contractor against all claims in respect of such goods.
- 4.4 The Customer will notify the Contractor if there is not suitable and convenient access to the place from which the goods are to be removed. The Contractor may make an extra charge due to any access restrictions and will not be liable for any goods damaged through the lack of such access.

5. SERVICE PROPOSALS

- 5.1 A service proposal is not binding on the Contractor unless acceptance in writing is received from the Customer within 28 days of the date shown on the service proposal. A service proposal is given on the understanding that the work is carried out by the route and method to be decided by the Contractor. Any interruption or postponement that may increase the cost will be covered by an extra charge to the Customer.
- 5.2 Service proposals do not include the following and such work shall be subject to these conditions and paid for at a charge to be fixed by the Contractor:
 - a. The taking down or putting up of any electrical, gas or other fittings which require the services of a tradesperson;
 - b. The taking up, relaying or fitting of carpets or floor coverings;
 - c. The re-fixing of any fittings;
 - d. The re-hanging of pictures or curtains or the removal of commodities other than household effects, office furniture or such like;
 - e. The cost of dismantling or re-fixing any special articles such as pianos or billiard tables;
 - f. The cost of special packing which may be necessary to secure safe transport of fragile articles, unless such packing is expressly mentioned in the estimate; or
 - g. The cost of making a detailed inventory of goods packed in any containers.
- 5.3 When an estimate is for a specified quantity and additional goods are dealt with all these conditions will apply and an extra charge to be fixed by the Contractor will be made.
- 5.4 No person other than the Contractor shall have the authority to alter or qualify in any way the terms and conditions of an estimate.

6. STORAGE AND DELIVERY

- 6.1 Customers whose goods are to be warehoused are required to furnish an address to which communications may be sent and to register their signature with the Contractor. When goods are uplifted, or after receipt of goods into a warehouse, the Contractor shall prepare a receipt for an inventory of the goods received. This shall be final and conclusive between the Contractor and the Customer and no discrepancy will be recognised.

- 6.2 Reasonable notice must be given and mutually agreed between the Customer and the Contractor before removal of goods from the warehouse.
- 6.3 The Contractor shall not be bound to deliver any goods except to the Customer or to a person authorised by the Customer in writing. The Contractor shall not be bound to deliver any goods from the warehouse without the written order of the Customer and until payment of all amounts owing in respect of such goods is made.
- 6.4 The Customer shall remove its goods from the warehouse of the Contractor within one calendar month of it being required to do so by the Contractor by notice in writing. If the Customer refuses or fails to remove goods within such time the Contractor, in accordance with the provisions of the Carriage of Goods Act 1979, may examine the goods and sell them or any part of them at public auction. The Contractor may apply the proceeds of sale towards payment of the amount owing to the Contractor in respect of such goods by the Customer and any balance shall be payable to the Customer.
- 6.5 The Customer shall notify the Contractor in writing of any articles which may be liable to customs duties or other official restrictions, and shall indemnify the Contractor against any expenses which may be incurred if the Contractor is not notified.
- 6.6 If the goods are delayed for any reason, or if the Customer is unable to receive the goods at the place where they are to be delivered immediately on their arrival, the Contractor may unload them into its own or any other storing place. Delivery at any such storage place shall be deemed to be delivery in accordance with the contract. The Contractor shall have a lien in terms of the Carriage of Goods Act 1979 on such goods for all storage and other charges incurred up to the time that the Customer takes delivery of the goods.
- 6.7 The Contractor may at any time during the removal transfer the goods from vehicle to vehicle or when in storage from one warehouse to another.

7. CHARGES AND PAYMENTS

- 7.1 Removal and packing charges must be paid to the Contractor prior to the commencement of any services by the Contractor. Payment is to be made in cash, credit card or bank cheque unless contrary arrangements have been made prior to uplift.
- 7.2 Rents and warehousing charges are due and payable monthly and do not include removing, packing, unpacking, stowing, unstowing, restoring or delivering. A separate charge for receiving and delivering shall be made to Customers who convey their own goods to or from the warehouse. The Contractor shall be entitled to charge interest for late payment at the rate of 7% above the Contractor's trading bank's base lending rate at the time, from the date that payment is due until actual payment is made, including on any interest quantity accrued at date of payment.
- 7.3 If any charges due to the Contractor in respect of any goods warehoused by the Contractor are not paid within six calendar months after becoming due, the Contractor may give notice to the Customer of its intention to sell the goods. If all amounts due to the Contractor are not paid within 2 months after the giving of such notice, the Contractor may deal with the goods in accordance with its active and particular lien under the Carriage of Goods Act 1979.
- 7.4 If the Contractor's warehousing charges increase during the time that the Customer's goods are in the warehouse, the increased price shall be payable by the Customer upon receiving reasonable notice of the increase from the Contractor.
- 7.5 The Contractor is authorised to pay any charge owing to any storage contractor from whose premises the goods are removed, or to any carrier by land, sea or air delivering the goods to the Contractor, and all such payments shall be repaid by the Customer to the Contractor on demand.
- 7.6 If goods are to be delivered to a building then they are to be delivered on the ground floor, or to the first floor if there is unrestricted access to the ground floor, otherwise an extra charge may be made by the Contractor.
- 7.7 If You arrange with Us or instruct Us that Our charges are to be paid by a third party, and if that party does not pay the charges within 14 days of the date set for payment or, if no date is set for payment, within 14 days of the date of invoice, You agree to thereupon pay the charges.
- 7.8 All quotations are based on normal working hours, Monday to Friday, unless otherwise specified by Us in writing. In addition Our Service Proposals for international relocations are based on current ocean and/or air freight rates. All calculations of foreign currency in Our Service Proposal have been converted at the rate of exchange ruling at the date of the Service Proposal. We reserve the right to alter our Service Proposal should a variance to these rates occur, prior to or during the commencement by Us of Your Services. All \$ pricing in our service proposal is in New Zealand Dollars unless otherwise indicated.

8. LOSS OR DAMAGE

- 8.1 Unless at the time a service proposal is accepted the Customer expressly requests the Contractor to arrange insurance and pays the premium for such insurance immediately or prior to uplifting the goods, the Contractor will be under no liability for any loss or damage for any goods either to the Customer or to any third parties other than is expressly provided for in these conditions. The Contractor must receive reasonable written notice of any claims at its registered office within no more than 3 days after the date of delivery.
- 8.2 The Contractor shall not be liable for loss or damage to any goods in the following situations:
- a. Any dangerous article or substance in any goods removed or stored for the Customer;
 - b. Fire (however caused) or measures for extinguishing a fire;
 - c. Goods while being transferred to or from any ship or other vessel, train or aircraft or during transit by water, rail or air;
 - d. Goods in containers not both packed and unpacked by employees of the Contractor;
 - e. Articles of special value, unless they are contained in a sealed packet and notice in writing of them are given to the Contractor before removal;
 - f. Live animals;
 - g. Goods removed from or to a public sale room or place;
 - h. Goods removed from or into any premises where workmen other than the Contractor's workmen are, unless a detailed written claim is made before removal;
 - i. Any mechanical, electrical, scientific or musical equipment including any mechanical derangement or deterioration of contents;
 - j. Any defective articles which can not be moved without the risk of damage;
 - k. Perishable articles;
 - l. Any loss or damage by the act of a third party, an act of God or any other cause beyond the control of the Contractor, or any consequential loss.

- 8.3 Any clause which excludes or limits the liability of the Contractor for loss or damage shall apply to any of the Contractor's employees, so that each employee's liability shall be excluded or limited in the same way.
- 8.4 The Customer agrees to indemnify the Contractor against all loss, damage or liability and any action, suit, proceeding, claim or demand taken or made by any person against the Contractor as follows:
- a. payable by the Contractor to any third party from the Contractor's handling of any goods or the entry upon any premises to handle goods;
 - b. any other act or omission on the part of the Contractor, its servants or agents in the reasonable performance of its obligations under these conditions;
 - c. all payments the Contractor may make to any of its own servants or agents by way of indemnity to them.
- 8.5 The Contractor shall be entitled without notifying the Customer to contest and defend any action, suit, proceeding, claim or demand as set out in clause 8.4 above.

9. NOTICES

- 9.1 Any notice or other communication may be given to or served upon the Customer by ordinary pre-paid post addressed to the Customer at its last address known to the Contractor, and shall be deemed to have been received by the Customer on the day after the day on which it was posted.
- 9.2 Notices may also be sent by way of facsimile and shall be deemed to have been received by the Customer on the same day on which they were transmitted by facsimile.

10. MISCELLANEOUS

- 10.1 The terms and conditions as set out on this document shall prevail over the terms and conditions set out in any document purported to have a contractual effect used by the Customer, the owner, or any other person having an interest in the goods. However, where the provisions of the Consumer Guarantees Act 1993 apply, these conditions will be subject to the provisions of that Act.
- 10.2 The Contractor may obtain and disclose credit reference information about the Customer on the opening of an account with the Contractor and whenever the Customer is in default of these conditions.

11. GOVERNING LAW

- 11.1 All disputes arising under these conditions shall be submitted to arbitration and shall be governed by New Zealand laws.
- 11.2 These conditions shall in no way vary the Contractor's rights under any statutory exception, exemption, limitation or other protection.
- 11.3 These conditions shall be interpreted according to the Laws of New Zealand and the parties hereby submit to the exclusive jurisdiction of the New Zealand courts.

12. ENTIRE AGREEMENT

- 12.1 The terms and conditions set out on this document constitute the entire agreement between the parties and superseded and extinguish all earlier negotiations, representations, understandings and agreements; whether oral or in writing, between the parties.