

General Terms and Conditions

1 Definitions and Interpretation

1.1 Definitions

Additional Charge means:

- a) fees or charges for additional work performed at the Customer's request or reasonably required as a result of the Customer's conduct, calculated in accordance with the Company's then current prices; and
- b) expenses incurred by the Company, at the Customer's request or reasonably required as a result of the Customer's conduct.

Business Day means a day that is not a Saturday, Sunday or public holiday in the place where the Services are principally being carried out or the Goods are provided.

Company means Haze Technical Pty Ltd (ACN 683 533 413), the entity specified as the supplier of Goods or Services on the Quote and includes the Company's agents and permitted assigns.

Customer means the person identified on a Quote or Order as the customer and includes the Customer's employees, agents and permitted assigns.

Goods means any goods supplied by the Company including those supplied in the course of providing Services.

Intellectual Property Rights means intellectual property rights at any time protected by statute or common law, including copyright, trade marks, patents and registered designs.

Loss includes, but is not limited to, costs (including party to party legal costs and the Company's legal costs), expenses, lost profits, award of damages, personal injury and property damage.

Order means a purchase order for Goods or Services placed by a Customer in response to a Quote or written acceptance of a Quote by the Customer and as varied in writing from time to time by the parties.

PPS Law means:

- a) the *Personal Property Securities Act 2009* (Cth) (**PPS Act**) and any regulation made at any time under the PPS Act (each as amended from time to time); and
- b) any amendment made at any time to any other legislation as a consequence of a PPS Law.

Quote means a written description of the Goods or Services to be provided, an estimate of the Company's charges for the performance of the required work and an estimate of the time frame for the performance of the work.

Services means the services to be provided by the Company to the Customer in accordance with a Quote and these terms and conditions.

1.2 Interpretations

In these terms and conditions, unless the context otherwise requires:

- a) a reference to writing includes email and other communication established through the Company's website (if any);
- b) the singular includes the plural and vice versa;
- c) a reference to a clause or paragraph is a reference to a clause or paragraph of these terms and conditions;

- d) a reference to a party to these terms and conditions or any other document or arrangement includes that party's executors, administrators, successors and permitted assigns;
- e) where an expression is defined, another part of speech or grammatical form of that expression has a corresponding meaning;
- f) headings are for ease of reference only and do not affect the meaning or interpretation of these terms and conditions; and
- g) if the date on which any act, matter or thing is to be done falls on a day which is not a Business Day, that act, matter or thing:
 - (i) if it involves a payment other than a payment which is due on demand must be done on the preceding Business Day; and
 - (ii) in all other cases, must be done on the next Business Day.

2 General

- 2.1 These terms and conditions apply to all transactions between the Customer and the Company relating to the provision of Goods and Services. This includes all quotations, contracts and variations. These terms and conditions take precedence over terms and conditions contained in any document of the Customer or elsewhere.
- 2.2 The variation or waiver of a provision of these terms or a party's consent to a departure from a provision by another party is ineffective unless in writing signed by the parties.
- 2.3 The Company may amend any details in a Quote by notice in writing to the Customer. Such amended details supersede any relevant prior detail in dealings between the parties.

3 Quotes

- 3.1 The Company may provide the Customer with a Quote. Any Quote issued by the Company is valid for seven (7) days from the date of issue or as otherwise indicated on the Quote.
- 3.2 Unless otherwise expressly agreed in writing, a Quote does not include delivery or installation of the Goods.
- 3.3 Quotes are based upon the cost of materials available at the time of preparation of the Quote and assume the timely supply by the Customer of necessary material and instructions to the Company.
- 3.4 Following provision of a Quote to the Customer, the Company is not obliged to commence work until the Quote has been accepted by the Customer. This occurs by the Customer completing an Order form and returning the form to the Company.
- 3.5 The Company reserves the right to amend any Quote before the Order has been completed to take into account any rise or fall in the cost of completing the Order. The Company will notify the Customer of any amendment as soon as practicable, at which point the amended Quote will be the estimate or Quote to these terms and conditions.
- 3.6 An indication in a Quote of the time frame for the provision of the Goods or Services is an estimate only and is not a fixed time frame. Subject to any obligations in respect of consumer guarantees under chapter 3, part 3-2, division 1 of the Australian Consumer Law (**ACL**), this estimate is not binding upon the Company.

4 Orders

- 4.1 Every Order by the Customer for the provision of Goods or Services must be submitted in writing by acceptance of the Company's Quote).
- 4.2 An Order will only be deemed to be placed by the Customer if the Customer accepts the Company's Quote. Any costs incurred by the Company in reliance on incorrect or inadequate information provided by the Customer in an Order may result in the imposition of an Additional Charge.
- 4.3 Orders must be signed by an authorised representative of the Customer and must specify the required date of delivery.

- 4.4 Placement of an Order by the Customer signifies acceptance by the Customer of these terms and conditions and the most recent Quote provided by the Company relating to that Order.
- 4.5 The Company may in its absolute discretion refuse to provide Goods or Services where:
- a) Goods are unavailable for any reason whatsoever;
 - b) the Customer has any monies owing to the Company; or
 - c) payment for Goods or Services previously provided to the Customer or any related corporation of the Customer or to any other party who is, in the reasonable opinion of the Company, associated with the Customer under the same or another supply contract, has not been received by the Company.
- 4.6 An Order cannot be cancelled without the prior written consent of the Company. Where an Order is cancelled, the Customer indemnifies the Company against any Losses incurred by the Company as a result of the cancellation. This includes, but is not limited to, loss of profit from other orders foregone as a result of the scheduling of the Order which is subsequently cancelled.

5 Variations

- 5.1 The Customer may request that its Order be varied by providing a request in writing to the Company. A request for a variation must be agreed to in writing by the Company in order to have effect.
- 5.2 If the Customer wishes to vary its requirements after a Quote has been prepared by the Company or after the placement of an Order, the Company reserves the right to vary the Quote to include any Additional Charge in respect of any extra costs incurred or additional work carried out due to the variation, in accordance with its then current charge rates. A revised Quote issued by the Company in respect of the requested variation supersedes the original Quote. If the revised Quote only specifies additional work, the Quote for that additional work will be in addition to the immediately preceding Quote for the Goods or Services or both.
- 5.3 The Company has an automatic extension of time for the provision of the Goods or Services equal to the delay caused by the variation.

6 Invoicing and Payment

- 6.1 The Company may, in its absolute discretion, issue an invoice to the Customer in any one or more of the following ways:
- a) prior to commencing the provision of the Goods or Services, for an amount equal to the Quote and Additional Charges where the Company has not previously carried out work for the Customer or where the Company chooses to do so;
 - b) at the end of each week before the Order is completed, the Company may issue one or more invoices for a proportion or the whole of the amount of the Quote (the proportion to be calculated at the Company's discretion either for work done to that point, work in the future or both) and require that proportion of the Quote be paid in advance of any further Goods or Services being provided; or
 - c) upon completion of the provision of the Goods or Services or any time after such completion, for an amount equal to the Quote or the balance of the Quote outstanding, any Additional Charges and any amount not previously invoiced, or if no Quote was provided, for an amount representing the Company's charge for the work performed in completing the Order and for any Additional Charges.
- 6.2 The amount payable by the Customer will be the amount set out in the invoice. This will be calculated as:
- a) the amount for the Goods or Services (or both) as set out in the Quote and any Additional Charges; or
- 6.3 where no Quote has been provided by the Company, the Company's usual charges for the Goods or Services (or both) as described in the Order.

- a) The Customer must pay an invoice issued by the Company to the Company within 21 days of a valid tax invoice being issued to the Customer.
 - b) If any invoice is due but unpaid, the Company may withhold the provision of any further Goods or Services until overdue amounts are paid in full.
- 6.4 The Company may in its complete discretion apply any payment received from the Customer to any amount owing by the Customer to the Company.
- 6.5 The Customer is not entitled to retain any money owing to the Company regardless of any default or alleged default by the Company of these terms and conditions, including (but not limited to) the supply of allegedly faulty or defective Goods, provision of Services to an inadequate standard or a delay in the provision of Goods or Services. Nothing in this paragraph affects the Customer's rights for any alleged failure of a consumer guarantee under the ACL.
- 6.6 The Customer is to pay the Company on demand interest at the rate of [*percentage, eg 10*]% per year on all overdue amounts owed by the Customer to the Company, calculated daily.
- 6.7 All costs and expenses associated with collecting overdue amounts, including (but not limited to) legal fees and internal costs and expenses of the Company, are to be paid by the Customer as a debt due and payable under these terms and conditions.
- 6.8 The Customer and the Company agree to comply with their obligations in relation to Goods and Services Tax (**GST**) under the *A New Tax System (Goods and Services Tax) Act 1999* (Cth) and any other applicable legislation governing GST.

7 Additional Charges

- 7.1 The Company may require the Customer to pay Additional Charges in respect of Costs incurred by the Company as a result of reliance on inadequate or incorrect information or material provided by the Customer or information or material supplied later than required by the Company in order for it to provide the Goods or Services within the specified time frame (if any).
- 7.2 The imposition of Additional Charges may also occur as a result of:
- a) cancellation by the Customer of an Order where cancellation results in Loss to the Company;
 - b) storage costs for Goods not collected from the Company within [*number*] weeks of the date on which the Goods are manufactured, fabricated, created or formed;
 - c) photocopying, courier, packing or handling charges not included in the Quote;
 - d) Government or council taxes or charges not included in the Quote; or
 - e) additional work required by the Customer or any other occurrence which causes the Company to incur costs in respect of the Customer's Order additional to the quoted cost.

8 Acceptance of Goods

If the Customer fails to advise the Company in writing of any fault in Goods or failure of Goods to accord with the Customer's Order within 24 hours of delivery, the Customer is deemed to have accepted the Goods and to have accepted that the Goods are not faulty and accord with the Customer's Order. Nothing in this paragraph affects the Customer's rights for any alleged failure of a consumer guarantee under the ACL.

9 Title and Risk

- 9.1 Risk in Goods passes to the Customer immediately upon delivery.
- 9.2 Property and title in Goods supplied to the Customer under these terms and conditions do not pass to the Customer until all money (including money owing in respect of other transactions between the Company and the Customer) due and payable to the Company by the Customer have been fully paid.

- 9.3 Where Goods are supplied by the Company to the Customer without payment in full, the Customer:
- a) is a bailee of the Goods until property in them passes to the Customer;
 - b) irrevocably appoints the Company to be its attorney to do all acts and things necessary to ensure the retention of title to goods including the registration of any security interest in favour of the Company with respect to the Goods under applicable law;
 - c) must be able upon demand by the Company to separate and identify as belonging to the Company the Goods supplied by the Company from other goods which are held by the Customer;
 - d) must not allow any person to have or acquire any security interest in the Goods;
 - e) agrees that the Company may repossess the Goods if payment is not made within *[number]* days (or such longer time as the Company may, in its complete discretion, approve in writing) of the supply of the Goods; and
 - f) the Customer grants an irrevocable licence to the Company or its agent to enter the Customer's premises in order to recover possession of Goods pursuant to this paragraph. The Customer indemnifies the Company for any damage to property or personal injury which occurs as a result of the Company entering the Customer's premises.
- 9.4 Where Goods are supplied by the Company to the Customer without payment in full of all moneys payable in respect of the Goods and any Services provided by the Company in respect of those Goods, and:
- a) the Customer makes a new object from the Goods, whether finished or not;
 - b) the Customer mixes the Goods with other goods; or
 - c) the Goods become part of other goods (New Goods),
 - d) the Customer agrees with the Company that the ownership of the New Goods immediately passes to the Company. The Customer will hold the New Goods on trust for the Company until payment of all sums owing to the Company whether under these terms and conditions or any other contract have been made. The Company may require the Customer to store the New Goods in a manner that clearly shows the ownership of the Company.
- 9.5 For the avoidance of doubt, under paragraph 9.4, the ownership of the New Goods passes to the Company at the beginning of the operation or event by which the Goods are converted into, are mixed with or become part of other goods.
- 9.6 Despite paragraph 9.3, the Customer may transfer, sell or dispose of Goods, including New Goods, to a third party in the ordinary course of business. This is provided that:
- a) where the Customer is paid by a third party in respect of Goods including New Goods, the Customer holds the whole of the proceeds of sale, less any GST, on trust for the Company in a separate account, until all amounts owned by the Customer to the Company have been paid; or
 - b) where the Customer is not paid by a third party, the Customer agrees to assign all of its rights against the third party to the Company upon the Company giving the Customer notice in writing to that effect and for the purpose of giving effect to that assignment the Customer irrevocably appoints the Company as its attorney.
- 9.7 Where Goods are supplied by the Company to the Customer without payment in full of all moneys payable in respect of the Goods and any Services provided by the Company in respect of those Goods, the Customer acknowledges that the Company has a right to register and perfect a personal property security interest.
- 9.8 If:
- a) a PPS Law applies or commences to apply to these terms and conditions or any transaction contemplated by them, or the Company determines (based on legal advice) that this is the case; and
 - b) in the Company's opinion, the PPS Law:

- c) does or will adversely affect the Company's security position or obligations; or
- d) enables or would enable the Company's security position to be improved without adversely affecting the Customer,
- e) the Company may give notice to the Customer requiring the Customer to do anything (including amending these terms and conditions or execute any new terms and conditions) that in the Company's opinion is necessary, to the maximum possible extent, to overcome the circumstances contemplated in paragraph 9.8c) or improve the security position as contemplated in paragraph 9.8d).

The Customer must comply with the requirements of that notice within the time specified in the notice. If having completed everything reasonably practicable as required under this paragraph, in the Company's opinion the Company's security position or obligations under or in connection with these terms and conditions have been or will be materially adversely affected, the Company may by further notice to the Customer cancel these terms and conditions. If this occurs, the Customer must pay to the Company any money owed to the Company by the Customer immediately.

10 Intellectual Property Rights

- 10.1 The Customer warrants that it owns all Intellectual Property Rights pertaining to its Order for Goods or Services or has a licence to authorise the Company to reproduce or use all copyright works or other materials the subject of Intellectual Property Rights supplied by the Customer to the Company for the purposes of the Order. Further, the Customer indemnifies and agrees to keep indemnified the Company against all Losses incurred by the Company in relation to or in any way directly or indirectly connected with any breach of any other Intellectual Property Rights in relation to any material supplied by the Customer.
- 10.2 Unless specifically agreed in writing between the Company and the Customer, all Intellectual Property Rights in any works created by the Company on behalf of the Customer vest in and remain the property of the Company.
- 10.3 Subject to payment of all invoices due in respect of the Goods or Services, the Company grants to the Customer a perpetual, non-exclusive licence to use the works created or produced by the Company in connection with the provision of Goods or Services under these terms and conditions for the purposes contemplated by the Order.

11 Privacy Act 1988 ("Privacy Act")

- 11.1 Where applicable, the Customer authorises the Company to obtain from credit reporting agencies and other credit providers, personal and commercial information relating to the Customer for the purpose of assessing this application for credit and collecting overdue payments. The Customer also authorises the Company to give information on the Customer's credit worthiness with the Company as allowed by the Privacy Act to credit reporting agencies and other credit providers.

12 Agency and Assignment

- 12.1 The Customer agrees that the Company may at any time appoint or engage an agent to perform an obligation of the Company arising out of or pursuant to these terms and conditions.
- 12.2 The Company has the right to assign and transfer to any person all or any of its title, estate, interest, benefit, rights, duties and obligations arising in, under or from these terms and conditions provided that the assignee agrees to assume any duties and obligations of the Company owed to the Customer under these terms and conditions.
- 12.3 The Customer is not to assign, or purport to assign, any of its obligations or rights under these terms and conditions without the prior written consent of the Company.

13 Default by Customer

- 13.1 Each of the following occurrences constitutes an event of default:

- a) the Customer breaches or is alleged to have breached these terms and conditions for any reason (including, but not limited to, defaulting on any payment due under these terms and conditions) and fails to remedy that breach within 14 days of being given notice by the Company to do so;
- b) the Customer, being a natural person, commits an act of bankruptcy;
- c) the Customer, being a corporation, is subject to:
 - (i) a petition being presented, an order being made or a meeting being called to consider a resolution for the Customer to be wound up, deregistered or dissolved;
 - (ii) a receiver, receiver and manager or an administrator under part 5.3A of the Corporations Act 2001 (Cth) being appointed to all or any part of the Customer's property and undertaking;
 - (iii) the entering of a scheme of arrangement (other than for the purpose of restructuring); and
 - (iv) any assignment for the benefit of creditors;
- d) the Customer purports to assign its rights under these terms and conditions without the Company's prior written consent; or
- e) the Customer ceases or threatens to cease conduct of its business in the normal manner.

13.2 Where an event of default occurs, except where payment in full has been received by the Company, the Company may:

- a) terminate these terms and conditions;
- b) terminate any or all Orders and credit arrangements (if any) with the Customer;
- c) refuse to deliver Goods or provide further Services;
- d) pursuant to paragraph 9.3, repossess and re-sell any Goods delivered to the Customer, the payment for which has not been received; or
- e) retain (where applicable) all money paid by the Customer on account of Goods or Services or otherwise.

13.3 In addition to any action permitted to be taken by the Company under paragraph 13.2, on the occurrence of an event of default all invoices will become immediately due and payable.

14 Termination

In addition to the express rights of termination provided in these terms and conditions, a party may terminate these terms and conditions by giving 14 days written notice to the other party.

15 Exclusions and Limitation of Liability

- 15.1 The Customer expressly agrees that use of the Goods and Services is at the Customer's risk. To the full extent allowed by law, the Company's liability for breach of any term implied into these terms and conditions by any law is excluded.
- 15.2 All information, specifications and samples provided by the Company in relation to the Goods or Services are approximations only and, subject to any consumer guarantees under the ACL, small deviations or slight variations from them which do not substantially affect the Customer's use of the Goods or Services will not entitle the Customer to reject the Goods upon delivery or to make any claim in respect of them.
- 15.3 The Company gives no warranty in relation to the Services provided or supplied. Under no circumstances is the Company or any of its suppliers liable or responsible in any way to the Customer or any other person for any loss, damages, costs, expenses or other claims (including consequential damages and loss of profits or loss of revenues) as a result, direct or indirect of any defect, deficiency or discrepancy in the Goods or Services. This includes their form, content and timeliness of deliveries, failure of performance, error, omission, defect, including, without limitation, for and in relation to any of the following:

- a) any Goods or Services supplied to the Customer;
- b) any delay in supply of the Goods or Services; or
- c) any failure to supply the Goods or Services.

- 15.4 Any advice, recommendation, information, assistance or service given by the Company in relation to Goods or Services or both, is given in good faith and is believed to be accurate, appropriate and reliable at the time it is given. It is provided without any warranty or accuracy, appropriateness or reliability. The Company does not accept any liability or responsibility for any Loss suffered as a result of the Customer's reliance on such advice, recommendation, information, assistance or service.
- 15.5 To the fullest extent permissible at law, the Company is not liable for any direct, indirect, punitive, incidental, special, consequential damages or any damages whatsoever including, without limitation, damages for loss of use, data or profits, arising out of or in any way connected with the provision of or failure to provide Goods or Services, or otherwise arising out of the provision of Goods or the Services, whether based on terms and conditions, negligence, strict liability or otherwise, even if the Company has been advised of the possibility of damages.
- 15.6 The Customer acknowledges that the Goods or Services are not for personal, domestic or household purposes.
- 15.7 The ACL may give to the Customer certain consumer guarantees (if the Customer is defined as a consumer in section 3 of the ACL), which cannot be restricted, limited or varied.

16 Indemnity

- 16.1 The Customer indemnifies and keeps indemnified the Company, its servants and agents in respect of any claim or demand made or action commenced by any person (including, but not limited to, the Customer) against the Company or, for which the Company is liable, in connection with any Loss arising from or incidental to the provision of Goods or Services, any Order or the subject matter of these terms and conditions.
- 16.2 This includes, but is not limited to, any legal costs incurred by the Company in relation to meeting any claim or demand or any party or party legal costs for which the Company is liable in connection with any such claim or demand.
- 16.3 This provision remains in force after the termination of these terms and conditions.

17 Force Majeure

- 17.1 If circumstances beyond the Company's control prevent or hinder its provision of the Goods or Services, the Company is free from any obligation to provide the Goods or Services while those circumstances continue. The Company may elect to terminate this agreement or keep the agreement on foot until such circumstances have ceased.
- 17.2 Circumstances beyond the Company's control include, but are not limited to, unavailability of materials or components, strikes, lockouts, riots, natural disasters, fire, war, acts of God, government decrees, proclamations or orders, transport difficulties and failures or malfunctions of computers or other information technology systems.

18 Dispute Resolution

- 18.1 If a dispute arises between the Customer and the Company, the following procedure applies:
- a) A party may give another party a notice of the dispute and the dispute must be dealt with in accordance with the procedure set out in this paragraph.
 - b) A party must not commence legal proceedings (except proceedings seeking interlocutory relief) in respect of a dispute unless the dispute has been referred for resolution in accordance with this paragraph.
 - c) A party must not oppose any application for a stay of any legal proceedings that may be issued in respect of a dispute pending the completion or termination of the procedure set out in this paragraph.

- 18.2 If a dispute is notified, the dispute must immediately be referred to the parties' respective senior management. Those representatives must endeavour to resolve the dispute as soon as possible and in any event within *[number]* Business Days (or other period as agreed).
- 18.3 Unless otherwise agreed by the parties, any dispute that cannot be settled by negotiation between the parties or their representatives, the parties expressly agree to endeavour to settle the dispute by mediation administered by the Australian Commercial Disputes Centre (**ACDC**) before having recourse to arbitration or litigation. The mediation must be conducted in accordance with the ACDC Guidelines for Commercial Mediation (**Guidelines**) which operate at the time the matter is referred to ACDC. The Guidelines set out the procedures to be adopted, the process of selection of the mediator and the costs involved. The terms of the Guidelines are incorporated into these terms and conditions. This paragraph survives termination of these terms and conditions.
- 18.4 Despite the existence of a dispute (including the referral of the dispute to mediation), each party must continue to perform its obligations under these terms conditions.
- 18.5 The parties must hold confidential, unless otherwise required by law or at the direction of a court of competent jurisdiction, all information relating to the subject matter of the dispute that is disclosed during or for the purposes of dispute resolution. The parties acknowledge that the purpose of any exchange of information or documents or the making of any offer of settlement pursuant to this procedure is to attempt to settle the dispute between the parties. No party may use any information or documents obtained through the dispute resolution process for any purpose other than an attempt to settle the dispute between the parties.

19 Trustee provisions

- 19.1 If the Customer is a trustee of a trust, then the Customer:
- a) represents and warrants to the Company that the Customer is liable both personally and in its capacity as trustee; and
 - b) declares that:
 - (i) the Customer has the power and authority as the trustee of the trust to enter into this Agreement and is doing so for a proper purpose;
 - (ii) the Customer is entering into this Agreement and is entitled to do so, in a way that permits the Company to resort to the trust property before the Claims of the beneficiaries;
 - (iii) the Customer is entitled to be indemnified fully out of the trust property for its liabilities and obligations as trustee under this Agreement before the Claims of the beneficiaries;
 - (iv) the Customer will not retire from the said trusteeship, or cease to act as such trustee and no new or additional trustee of the trust shall be appointed, and the Customer shall not do or suffer anything by reason of which the Customer would be disqualified from holding office as trustee;
 - (v) the Customer is capable of binding, and does so bind, successors of the office of trustee to these Terms and all required resolutions and meetings have been held to authorise the Customer to do so; and
 - (vi) the trust shall not be determined before the vesting day provided in the trust deed and the Customer will not cause to vest or distribute prior to the final date for distribution the whole or any part of the trust property (other than income) other than in the ordinary course of business where such disposal would limit the ability of the Company to recover from the Customer.

20 Miscellaneous

- 20.1 These terms and conditions are governed by the laws of Western Australian, being the state where the Company's registered office is situated and each party irrevocably submits to the non-exclusive jurisdiction of the courts of that state.

- 20.2 The Customer authorises the Company to photograph, video or otherwise record goods and services delivered by the Company and use such material in any marketing, social media or other public media.
- 20.3 These terms and conditions and any Quotes and written variations agreed to in writing by the Company represent the whole agreement between the parties relating to the subject matter of these terms.
- 20.4 These terms and conditions supersede all oral and written negotiations and communications by and on behalf of either of the parties.
- 20.5 In entering into these terms and conditions, the Customer has not relied on any warranty, representation or statement, whether oral or written, made by the Company or any of its employees or agents relating to or in connection with the subject matter of these terms and conditions.
- 20.6 If any provision of these terms and conditions at any time is or becomes void, voidable or unenforceable, the remaining provisions will continue to have full force and effect.
- 20.7 These terms and conditions may be varied or amended by the Company by providing reasonable notice to the Customer.
- 20.8 A party's failure or delay to exercise a power or right does not operate as a waiver of that power or right.
- 20.9 A notice or other communication required or permitted to be given by one party to another must be in writing to the address shown on a Quote (or as varied pursuant to this paragraph) and delivered personally, sent by pre-paid mail to the address of the addressee specified in the relevant Quote; sent by fax to the fax number of the addressee specified in the relevant Quote, with acknowledgment of receipt from the facsimile machine of the addressee; or sent by email to the email address of the addressee specified in the relevant Quote with acknowledgement of delivery.
- 20.10 A notice or other communication is taken to have been given (unless otherwise proved) if mailed, on the second Business Day after posting; or if sent by fax or email before 4 pm one Business Day at the place of receipt, on the day it is sent and otherwise on the next Business Day at the place of receipt.
- 20.11 A party may only change its postal or email address or fax number for service by giving notice of that change in writing to the other party.