

WEBSITE TERMS & CONDITIONS OF USE

1. About the Website

- (a) Welcome to ezship.com.au (**Website**). The Website allows you to access and use the EZShip shipping and freight management platform. (**Services**).
- (b) The Website is operated by EZShip Pty Ltd, a part of Worldwide Distribution Services Pty Ltd, (herein referred to as EZShip) ACN/ABN 35 160 259 227. Access to and use of the Website, or any of its associated products or Services, is provided by EZShip. Please read these terms and conditions (**Terms**) carefully. By using, browsing and/or reading the Website, this signifies that you have read, understood and agree to be bound by the Terms. If you do not agree with the Terms, you must cease usage of the Website, or any of Services, immediately.
- (c) EZShip reserves the right to

review and change any of the Terms by updating this page at its sole discretion. When EZShip updates the Terms, it will use reasonable endeavours to provide you with notice of updates to the Terms. Any changes to the Terms take immediate effect from the date of their publication. Before you continue, we recommend you keep a copy of the Terms for your records.

2. Acceptance of the Terms

You accept the Terms by remaining on the Website. Where the option is available in the user interface, you may also accept the Terms by clicking to accept or agree to the Terms.

3. About the Service

- (a) EZShip shipping and freight management software is a platform that facilitates shipping, delivery, logistics and transportation services.
- (b) Free and paid subscription accounts are currently offered. You acknowledge and agree that the accounts offered, as well as the account features may change from time to time, and may be governed by separate terms which apply specific to the account. Where special account-specific terms apply, you will be informed, and must accept those terms before you are given such an account. For the avoidance of doubt these Terms apply unless otherwise agreed or amended by account-specific terms.
- (c) Some accounts may be governed by a separate Software Licensing Agreement with EZShip, which may amend these Terms. For the avoidance of doubt these Terms apply unless otherwise agreed or amended by the terms of an applicable Software Licensing Agreement.

4. Acceptable use of the Service

- (a) EZShip shipping and freight management platform, its related features, and website must only be used lawfully. EZShip reserves the right to suspend, cancel, or otherwise deny access to users and accounts who use the service:
 - (i) To engage in any act that would disrupt the access, availability, and security of EZShip shipping and freight management platform. and other EZShip services, including but not limited to:

- (A) Tampering with, reverse-engineering, or hacking our servers.
 - (B) Modifying, disabling, or compromising the performance EZShip shipping and freight management platform. or other EZShip services.
 - (C) Overwhelming, or attempting to overwhelm our infrastructure by imposing an unreasonably large load on our systems that consume extraordinary resources.
 - (D) Compromising the integrity of our system, including probing, scanning and testing the vulnerability of our system unless expressly permitted by EZShip.
- (b) For any illegal purpose, or to violate any laws, including and without limitation to data, privacy, and export control laws and including Dangerous or Prohibited Goods set out in clause 5 below.
 - (c) To stalk, harass or threaten users and any member of the public.
 - (d) To misrepresent or defraud any user or member of the public through phishing, spoofing, manipulating headers or other identifiers, impersonating anyone else, or falsely implying any sponsorship or association with EZShip or any third party
 - (e) To access or search any part of the Service, or any other Service owned by EZShip other than our publicly supported interface, or otherwise allowed for in an applicable Software Licensing Agreement.
 - (f) To post, upload, share, or otherwise circulate content in violation of EZShip shipping and freight management platform's content policy
 - (g) users accept that accuracy of any quote or order presented on the EZShip platform is dependent upon the accuracy of the submitted data

5. Dangerous or Prohibited Goods

You acknowledge and agree that it is your sole responsibility to ensure that any items shipped using the Website comply with all applicable laws, regulations, and the specific policies of the relevant carrier or logistics provider, including any restrictions on dangerous, hazardous, illegal, or prohibited goods. You must not use the Website to arrange the carriage of any item that is classified as dangerous, hazardous, illegal, or prohibited under:

- (a) any applicable law or regulation (including the Australian Dangerous Goods Code); or
- (b) the carrier's or logistics provider's shipping terms and conditions.

EZShip does not inspect shipments and is not liable for any penalties, losses, or damages resulting from your attempt to send prohibited or non-compliant goods. You agree to indemnify and hold EZShip harmless from any liability, loss, damage, or cost (including legal costs) arising from your breach of this section.

6. Security and Data Privacy

EZShip takes your privacy seriously and information provided through your use of the Website and/or Services are subject to EZShip's Privacy Policy, which is available on the Website. The Privacy Policy also addresses EZShip's processes, policies, and obligations in respect of EZShip shipping and freight management platform. security breaches.

7. Data Use

EZShip collects and uses personal and usage-related information as necessary to provide and improve the Services, to communicate with you, and to meet our legal obligations. This may include disclosing data to third-party service providers, including carriers and payment processors, in connection with service delivery. Cross-border transfers of personal data may also occur where required to fulfil our contractual obligations. All data handling practices are governed by EZShip's Privacy Policy, available on the Website. To the extent of any inconsistency between these Terms and the Privacy Policy in relation to the collection, use, storage, or disclosure of personal information, the Privacy Policy will prevail.

8. Subscription to use the Service

- (a) In order to access the Services, you must first purchase a subscription through the Website (**Subscription**) and pay the applicable fee for the selected Subscription (**Subscription Fee**). After purchasing a Subscription, you will be considered a member ('Member').
- (b) In purchasing the Subscription, you acknowledge and agree that it is your responsibility to ensure that the Subscription you elect to purchase is suitable for your use.
- (c) Before, during or after you have purchased the Subscription, you will then be required to register for an account through the Website before you can access the Services (**Account**).
- (d) As part of the registration process, or as part of your continued use of the Services, you may be required to provide personal information about yourself (such as identification or contact details), including but not limited to name, physical/ mailing address, work address, social media handles, login credentials, email address, phone number, company name, the products purchased and any delivery instructions, payment information and instructions to process payment, certain information about your usage of our website including: the type of device you use; your device's unique ID; the IP address of your device; the pages of our Website that you visit, the time and date of your visit, the time spent on those pages; and any other diagnostic data related to your device..
- (e) You warrant that any information you give to EZShip in the course of completing the registration process will always be accurate, correct and up to date.
- (f) Once you have completed the registration process, you will be a registered user of the Website and agree to be bound by the Terms ("User"). As a Member you will be granted immediate access to the Services from the time you have completed the registration process until the subscription period expires (**Subscription Period**).
- (g) You may not use the Services and may not accept the Terms if:
 - (i) you are not of legal age to form a binding contract with EZShip; or
 - (ii) you are a person barred from receiving the Services under the laws of Australia or other countries including the country in which you are resident or from which you use the Services
- (h) Subscription Fees are subject to change at EZShip's discretion. Any changes to Subscription Fees will be notified to you at least 30 days before the change takes effect.

If you do not agree with the changes, you may cancel your Subscription before the new fees come into effect.

- (i) Users are responsible for correct integration procedures in line with EZShip instructions
- (j) EZShip is not responsible for failure of integrations or harm/costs incurred by failure of integrations
- (k) EZShip is not responsible for errors in service or additional expense due to carrier integrations
- (l) EZShip is not responsible for delays or unavailability of information (tracking, delivery, transit delays, etc.) caused by carrier integration issues

9. Payments

- (a) Subject to the terms of any applicable Software License Agreement, the Subscription Fee may be paid by all payment methods available on the Website, and may change from time to time. All invoices issued by EZShip are payable upon receipt
- (b) Payments made in the course of your use of EZShip shipping and freight management platform. may be made using third-party applications and services not owned, operated, or otherwise controlled by EZShip. You acknowledge and agree that EZShip will not be liable for any losses or damage arising from the operations of third-party payment applications and services. You further acknowledge and warrant that you have read, understood and agree to be bound by the terms and conditions of the applicable third-party payment applications and services you choose to use as a payment method for EZShip shipping and freight management platform. services.
- (c) You acknowledge and agree that where a request for the payment of the Subscription Fee is returned or denied, for whatever reason, by your financial institution or is unpaid by you for any other reason, then you are liable for any costs, including banking fees and charges, associated with the Subscription Fee.
- (d) You agree and acknowledge that EZShip can vary the Subscription Fee at any time and that the varied Subscription Fee will come into effect following the conclusion of the existing Subscription.

10. Insurance

- (a) Insurance coverage for consignment damage, loss, theft, etc. is not provided by EZShip. It is the responsibility of the user to acquire adequate insurance coverage for the full commercial value of their consignments.
- (b) Some carriers available on the EZShip platform provide limited liability insurance coverage up to a pre-assigned value for all consignments. This insurance coverage is provided by these carriers and not EZShip. The insurance limitations, requirements, and claim processes are governed by each carrier's own specific terms of insurance.
- (c) EZShip will assist users with insurance claims on EZShip carrier accounts, however EZShip is not a party to the processes or procedures involved in the carrier insurance claims process and can only facilitate information between the user and carrier.

11. Charges

- (a) Charges for the use of EZShip's carrier accounts are incurred as soon as a consignment is collected by the carrier and scanned at the carrier's depot.
- (b) EZShip will endeavour to invoice users for all charges incurred by their workspace on EZShip carrier accounts within the same billing period as they are assessed by the carrier.
- (c) Users recognise that being invoiced for carrier charges is not an indication or confirmation that the goods within the charged consignment have been delivered. Users should utilise the available platform tools to track consignments and contact EZShip customer support or help with inquiries on consignments shipped via EZShip carrier accounts.
- (d) Carrier charges may include additional surcharges beyond the base freight cost, including but not limited to fuel surcharges, remote area surcharges, residential delivery surcharges, oversize or overweight surcharges, and peak season surcharges. A current list of applicable surcharges for each carrier is available at <https://www.ezship.com.au/carriers-and-services>. EZShip will endeavour to reflect all applicable surcharges at the time a quote is generated, provided that the relevant information (including, but not limited to, accurate dimensions, weight, service type, and delivery address) is made available to EZShip at the time of quoting. Where such information is incomplete, inaccurate, or unavailable at the time of quote, surcharges may apply to the invoiced charge that were not reflected in the original quote.
- (e) Carriers calculate chargeable weight as the greater of a consignment's dead weight (its actual physical weight) or its cubic weight (also known as volumetric or dimensional weight), and charges are assessed accordingly. Cubic weight is calculated by multiplying a consignment's length, width, and height and dividing the result by a volumetric divisor set by the relevant carrier, reflecting the space a consignment occupies relative to its actual weight. Users should ensure that dimensions and weight provided at the time of quoting are accurate, as the carrier's own measurement at the point of collection or in transit will govern the final chargeable weight applied.
- (f) Where the final charges assessed by a carrier exceed the amount quoted as a result of matters described in clauses (d) and (e) above, including the application of surcharges or a higher chargeable weight than declared, EZShip is entitled to invoice users based on the full charges received from the carrier, notwithstanding any earlier quote provided.

12. Refund Policy

- (a) EZShip offers refunds in accordance with the *Australian Consumer Law* and on the terms set out in these terms and conditions. Any benefits set out in these terms and conditions may apply in addition to consumer's rights under the *Australian Consumer Law*.
- (b) EZShip will only provide you with a refund of the Subscription Fee in the event they are unable to continue to provide the Services or if the manager of EZShip makes a decision, at its absolute discretion, that it is reasonable to do so under the circumstances. Where this occurs, the refund will be in the proportional amount of the Subscription Fee that remains unused by the Member (**Refund**).

13. Copyright and Intellectual Property

- (a) The Website, the Services and all of the related products of EZShip are subject to copyright. The material on the Website is protected by copyright under the laws of Australia and through international treaties. Unless otherwise indicated, all rights (including copyright) in the Services and compilation of the Website (including but not limited to text, graphics, logos, button icons, video images, audio clips, Website code, scripts, design elements and interactive features) or the Services are owned or controlled for these purposes, and are reserved by EZShip or its contributors.
- (b) All trademarks, service marks and trade names are owned, registered and/or licensed by EZShip, who grants to you a worldwide, non-exclusive, royalty-free, revocable license whilst you are a User to:
 - (i) use the Website pursuant to the Terms;
 - (ii) copy and store the Website and the material contained in the Website in your device's cache memory; and
 - (iii) print pages from the Website for your own personal and non-commercial use.
- (c) EZShip does not grant you any other rights whatsoever in relation to the Website or the Services. All other rights are expressly reserved by EZShip.
- (d) EZShip retains all rights, title and interest in and to the Website and all related Services. Nothing you do on or in relation to the Website will transfer any:
 - (i) business name, trading name, domain name, trade mark, industrial design, patent, registered design or copyright, or
 - (ii) a right to use or exploit a business name, trading name, domain name, trade mark or industrial design, or
 - (iii) a thing, system or process that is the subject of a patent, registered design or copyright (or an adaptation or modification of such a thing, system or process), to you.
- (e) You may not, without the prior written permission of EZShip and the permission of any other relevant rights owners: broadcast, republish, up-load to a third party, transmit, post, distribute, show or play in public, adapt or change in any way the Services or third party Services for any purpose, unless otherwise provided by these Terms. This prohibition does not extend to materials on the Website, which are freely available for re-use or are in the public domain.
- (f) You agree to indemnify, defend, and hold harmless, its officers, directors, employees, agents, licensors, suppliers, and any third-party information providers from and against all losses, expenses, damages, and costs, including reasonable attorneys' fees, resulting from any violation of these Terms or any activity related to your Account (including negligent or wrongful conduct) by you or any other person accessing the Service using your Account.

14. General Disclaimer

- (a) Nothing in the Terms limits or excludes any guarantees, warranties, representations or conditions implied or imposed by law, including the Australian Consumer Law (or any liability under them) which by law may not be limited or excluded.
- (b) Subject to this clause, and to the extent permitted by law:

- (i) all terms, guarantees, warranties, representations or conditions which are not expressly stated in the Terms are excluded; and
 - (ii) to the maximum extent permitted by law, EZShip and its affiliates, officers, employees, agents, contractors, licensors and suppliers will not be liable for any loss or damage, whether direct or indirect, incidental, special, punitive, exemplary or consequential, including but not limited to any loss of profits, revenue, opportunity, data, goodwill, business interruption or anticipated savings, arising out of or in connection with your access to or use of the Services and the Website, or the inability to access or use the Services and the Website, or any delay in their provision, whether under contract, tort (including negligence), equity, statute or otherwise, even if EZShip has been advised of the possibility of such loss or damage. Nothing in these Terms excludes, restricts or modifies any right or remedy, or any guarantee, warranty or condition implied or imposed by the Australian Consumer Law or any other applicable law that cannot be lawfully excluded. However, where such statutory rights apply and liability can be limited, EZShip's liability is limited, at its option, to the resupply of the relevant Services or the payment of the cost of having those Services resupplied.
 - (iii)
- (c) Use of the Website and the Services is at your own risk. Everything on the Website and the Services is provided to you "as is" and "as available" without warranty or condition of any kind. None of the affiliates, directors, officers, employees, agents, contributors and licensors of EZShip make any express or implied representation or warranty about the Services or any products or Services (including the products or Services of EZShip) referred to on the Website. This includes (but is not restricted to) loss or damage you might suffer as a result of any of the following:
- (i) failure of performance, error, omission, interruption, deletion, defect, failure to correct defects, delay in operation or transmission, computer virus or other harmful component, loss of data, communication line failure, unlawful third party conduct, or theft, destruction, alteration or unauthorised access to records;
 - (ii) the accuracy, suitability or currency of any information on the Website, the Services, or any of its Services related products (including third party material and advertisements on the Website);
 - (iii) costs incurred as a result of you using the Website, the Services or any of the products of EZShip; and
 - (iv) the Services or operation in respect to links which are provided for your convenience.

15. Service Availability, Maintenance and Force Majeure

- (a) EZShip will use reasonable efforts to maintain the availability and performance of the Website. However, EZShip does not guarantee uninterrupted access to the Website or the Services, and you acknowledge that access may be temporarily unavailable due to

scheduled maintenance, upgrades, system outages, technical issues, or circumstances beyond EZShip's control. EZShip may suspend or limit access to the Website at any time, with or without prior notice, to perform necessary maintenance or to address security, legal, or operational concerns. Where practicable, EZShip will provide notice in advance of any scheduled downtime. To the extent permitted by law, EZShip disclaims any liability for loss or damage arising from any unavailability or interruption in access to the Website or Services.

- (b) You acknowledge that the supply, performance, and availability of the Services may be dependent on third parties, network availability, and other factors outside of EZShip's control, including the performance of third-party carriers and service providers.
- (c) Except for payment obligations, neither party shall be liable for any delay or failure to perform its obligations under these Terms if such delay or failure is caused by a Force Majeure Event.
- (d) A Force Majeure Event includes but is not limited to: acts of God, natural disasters, war, civil unrest, epidemic or pandemic, embargo, terrorism, labour disputes or strikes, fire, utility or telecommunications outages, denial-of-service attacks, failure of carriers, transport disruptions, changes in law, or any other event beyond the reasonable control of the affected party. The affected party must use reasonable endeavours to mitigate the effect of the Force Majeure Event and resume full performance of its obligations as soon as reasonably practicable.

16. Limitation of Liability

- (a) EZShip's total liability arising out of or in connection with the Services or these Terms, however arising, including under contract, tort (including negligence), in equity, under statute or otherwise, will not exceed the resupply of the Services to you.
- (b) You expressly understand and agree that EZShip, its affiliates, employees, agents, contributors and licensors shall not be liable to you for any direct, indirect, incidental, special consequential or exemplary damages which may be incurred by you, however caused and under any theory of liability. This shall include, but is not limited to, any loss of profit (whether incurred directly or indirectly), any loss of goodwill or business reputation and any other intangible loss.

17. Termination of Contract

- (a) The Terms will continue to apply until terminated by either you or by EZShip as set out below.
- (b) If you want to terminate the Terms, you may do so by:
 - (i) not renewing the Subscription prior to the end of the Subscription Period;
 - (ii) providing EZShip with 30 days' notice of your intention to terminate; and
 - (iii) closing your accounts for all of the services which you use, where EZShip has made this option available to you.
- (c) Any notices pursuant to Clause 13.2 above should be sent, in writing, to EZShip via the 'Contact Us' link on our homepage.
- (d) EZShip may at any time, terminate the Terms with you if:

- (i) you do not renew the Subscription at the end of the Subscription Period;
- (ii) you have breached any provision of the Terms or intend to breach any provision;
- (iii) EZShip is required to do so by law;
- (iv) the provision of the Services to you by EZShip is, in the opinion of EZShip, no longer commercially viable.

Subject to local applicable laws, EZShip reserves the right to discontinue or cancel your Subscription or Account at any time and may suspend or deny, in its sole discretion, your access to all or any portion of the Website or the Services without notice if you breach any provision of the Terms or any applicable law or if your conduct impacts EZShip's name or reputation or violates the rights of those of another party.

18. Indemnity

You agree to indemnify EZShip, its affiliates, employees, agents, contributors, third party content providers and licensors from and against:

- (a) all actions, suits, claims, demands, liabilities, costs, expenses, loss and damage (including legal fees on a full indemnity basis) incurred, suffered or arising out of or in connection with your content;
- (b) any direct or indirect consequences of you accessing, using or transacting on the Website or attempts to do so; and/or
- (c) any breach of the Terms.

19. Dispute Resolution

19.1. Compulsory:

If a dispute arises out of or relates to the Terms, either party may not commence any Tribunal or Court proceedings in relation to the dispute, unless the following clauses have been complied with (except where urgent interlocutory relief is sought).

19.2. Notice:

A party to the Terms claiming a dispute (**Dispute**) has arisen under the Terms, must give written notice to the other party detailing the nature of the dispute, the desired outcome and the action required to settle the Dispute.

19.3. Resolution:

On receipt of that notice (**Notice**) by that other party, the parties to the Terms (**Parties**) must:

- (a) Within 28 days of the Notice endeavour in good faith to resolve the Dispute expeditiously by negotiation or such other means upon which they may mutually agree;
- (b) If for any reason whatsoever, 28 days after the date of the Notice, the Dispute has not been resolved, the Parties must either agree upon selection of a mediator or request that an appropriate mediator be appointed by the Resolution Institute_____;
- (c) The Parties are equally liable for the fees and reasonable expenses of a mediator and the cost of the venue of the mediation and without limiting the foregoing undertake to pay any amounts requested by the mediator as a precondition to the

mediation commencing. The Parties must each pay their own costs associated with the mediation;

(d) The mediation will be held in Sydney, Australia.

19.4. Confidential

All communications concerning negotiations made by the Parties arising out of and in connection with this dispute resolution clause are confidential and to the extent possible, must be treated as "without prejudice" negotiations for the purpose of applicable laws of evidence.

19.5. Termination of Mediation:

If 2 months have elapsed after the start of a mediation of the Dispute and the Dispute has not been resolved, either Party may ask the mediator to terminate the mediation and the mediator must do so.

20. Venue and Jurisdiction

The Services offered by EZShip is intended to be viewed by residents of Australia. In the event of any dispute arising out of or in relation to the Website, you agree that the exclusive venue for resolving any dispute shall be in the courts of New South Wales.

21. Governing Law

The Terms are governed by the laws of New South Wales. Any dispute, controversy, proceeding or claim of whatever nature arising out of or in any way relating to the Terms and the rights created hereby shall be governed, interpreted and construed by, under and pursuant to the laws of New South Wales, Australia without reference to conflict of law principles, notwithstanding mandatory rules. The validity of this governing law clause is not contested. The Terms shall be binding to the benefit of the parties hereto and their successors and assigns.

22. Severance

If any part of these Terms is found to be void or unenforceable by a Court of competent jurisdiction, that part shall be severed and the rest of the Terms shall remain in force.