

TERMS AND CONDITIONS 2018

Wind Rating:

Category 1. Design wind velocity up to but not including 33 m/s

Category 2. Design wind velocity from 33 m/s up to but not including 41 m/s

Category 3. Design wind velocity from 41 m/s up to and including 60 m/s

Harmony shall include in price minimum mechanical fixing requirements for tiles and accessories as per AS 2050-2002 as per relevant category specified.

Harmony requires the registered builder/owner builder to clearly advise Harmony of the wind velocity category for the roof being quoted. If not advised, Harmony shall price in accordance with Category 1. Copies of relevant sections of Australian Standards for fixing are available on request from Harmony

1. DEFINITIONS

In these terms and conditions unless the Company otherwise specifies:

“**Consequential Loss**” means loss beyond the normal measure of direct damages and includes without limitation and whether or not such loss would be within the normal measure of direct damages, indirect loss, loss of profit, loss of revenue, loss of business, loss of actual or anticipated savings, loss of bargain, loss of business reputation, loss of use, cost of capital or costs of substitute goods, facilities or services and loss of opportunity (including opportunities to enter into arrangements with third parties).

“**Company**” or “**Harmony**” means BGC (Australia) Pty Ltd (ACN 005 736 005) T/A Harmony Roof Tiles.

“**Company-Supplied Information**” means any information (whether written or otherwise) supplied or made available to the Purchaser:

- (a) by or on behalf of the Company; or
- (b) before or after the date of these Terms in connection with the Services, the Site or anything in connection with these Terms.

“**Credit Agreement**” means an agreement with BGC (Australia) Pty Ltd for the provision of credit to the Purchaser.

“**Insolvency Event**” means the happening of any of these events in relation to the Defaulting Party:

- (a) the Defaulting Party enters into a compromise or arrangement (or announces one) under section 411 if the Corporations Act 2001 (Cth);
- (b) a managing controller is appointed over the whole (or substantially the whole) of the Defaulting Party’s property; or
- (c) the Defaulting Party enters into voluntary administration.

“**Order**” means an order for the supply of Tiles, whether made by the Purchaser accepting a Quote, or by the Company accepting a purchase order or similar document provided by the Purchaser to the Company.

“**Price**” means the price specified in any Quote or tax invoice supplied by the Company.

“**Purchaser**” means the person, firm, company or organisation to whom a Quote is submitted.

“**Quote**” means a quote (or similar document) provided by the Company to the Purchaser.

“**Services**” means the:

- (a) delivery of Tiles to the Site; and
- (b) if specified in the Quote, installation of Tiles on any building on the Site, in accordance with these Terms.

“**Site**” means the site to which the Tiles are to be delivered and installed.

“**Terms**” means the agreement between the parties comprising the Quote and these terms and conditions.

“**Tiles**” means roof tiles and any associated goods supplied by the Company in accordance with these Terms.

“**Warranty**” means Harmony’s warranty available as a downloadable document from the Harmony website: www.harmonyrooftiles.com.au/. Alternatively please contact the office for a mailed copy on 9334 4626.

All other terms defined in the Harmony Technical Brochure (“**Brochure**”) (available on Harmony’s website) have the same meaning in these Terms unless otherwise indicated.

2. APPLICABILITY OF TERMS

2.1 A Quote shall not constitute an offer to supply the Tiles or perform the Services, and no contract for the supply of goods and/or services shall exist between the Company and the Purchaser until the Purchaser’s Order has been accepted by the Company (either by communication to the Purchaser or an overt act of acceptance such as accepting the Purchaser’s cash payment).

2.2 The Company reserves the right to accept or decline, in whole or in part, any Order placed by the Purchaser.

2.3 These Terms will apply to all Quotes (including any Orders made by the Purchaser and accepted by the Company). The Purchaser’s terms and conditions, howsoever provided, do not form part of these Terms (even if any representative of the Company signs those terms and conditions and/or they are annexed to the Terms or any Quote or Order). Any variation or changes to these Terms (other than an update to these Terms by the Company), whether to apply to all subsequent Orders, or any particular Order, may only be made if it:

- (a) is in writing;
- (b) is signed by authorised managers of both parties; and
- (c) expressly states that it is a variation to these Terms, and the parties agree and acknowledge that their representatives and employees that are not authorised managers as referred to in this clause 2 do not have the authority to vary these Terms, or to agree that these Terms do not apply to a supply to which these Terms would otherwise apply.

2.4 If the Purchaser places an Order with the Company after receiving these Terms, the Purchaser shall be deemed to have read and unconditionally agreed to these Terms.

Where the Purchaser has entered into a Credit Agreement, the terms of the Credit Agreement shall prevail over these Terms to the extent of any inconsistency.

3. TILING PRE-CONDITIONS

Mandatory Roof Preparation:

3.1 Before Services are commenced, the Purchaser must comply with Harmony’s roof preparation requirements specified in the Brochure, including but not limited to the following, at the Purchaser’s cost:

- (a) Access To Site – The Site must be cleared to allow adequate space for the positioning of Tiles around the perimeter of the building.
- (b) Plumbing – All plumbing, flashing, valley irons, gutters etc must be fixed prior to the commencement of tiling.
- (c) Bedded Verges – External brickwork to finish flush with underside of tile battens.
- (d) Fascia and Tilt Batten – All fascia board must finish 25mm above the top of all tile battens.
- (e) Scaffolding – No provision has been made in any Quote or Order to supply or erect any scaffolding on the Site. If any relevant authority requires scaffolding to be erected on the Site, this must be provided and installed by the Purchaser or its builder (“**Builder**”) in accordance with all relevant standards, codes and laws.
- (f) Raked Ceilings – Where ceilings are laid on top of rafters,

counter battens must be supplied and fixed by the Builder. All counter battens must be a minimum of 50mm x 13mm in size. Harmony recommends that sarking be installed on all raked ceiling areas.

- (g) Party Walls – As some councils require steel angles and rockwool batts to party walls on units as a part of roof tile installation, please check the “Local Council Building Requirements”, as to whether these materials are needed. Units having party walls will automatically have these materials quoted for on this estimate unless a non-requirement is stipulated by the Builder.
 - (h) Valley Boards - All valley boards must be a minimum of 150mm x 20mm in size.
 - (i) Roof Pitch – Harmony will not tile roofs pitched at less than 12.5° for a Villa/Alpine profile or less than 15° for a Shingle profile.
 - (j) Hips & Ridges – All rafters must be flush with the top of any ridges and hip boards.
 - (k) Anti-ponding boards – Anti-ponding boards must be supplied and fitted by the Builder.
 - (l) Sand – The Purchaser must supply clean bricklaying sand as and when required by Harmony for the purposes of bedding ridges and hips.
 - (m) Nailing – If “Nailing all Tiles” has been included in any Order or Quote, Harmony will use reasonable endeavours to undertake nailing at all times where possible.
 - (n) Safety – the Purchaser must ensure that the Site is structurally safe and sound and that it is safe for Harmony to undertake the installation works, including without limitation, ensuring that there are no hazardous materials on the Site that may affect those works.
- 3.2 If any preparation work undertaken by the Purchaser is defective, the Company is not liable for any failure of the Tiles to perform as a result of or arising from such defects. The Purchaser indemnifies the Company from any loss or damage arising from any breach of this clause.

Sarking:

- 3.3 The Purchaser acknowledges that sarking should be fixed in the following circumstances at the Purchaser’s cost:
- (a) where local or building regulations dictate the use of sarking;
 - (b) where local conditions include a high risk of wind driven rain;
 - (c) where the roof design means water is discharged from an upper storey;
 - (d) where the roof design includes exposed rafters with top lining;
 - (e) where the roof pitch is 15° or less (Alpine and Villa profile);
 - (f) where the roof pitch is 19° 47’ or less (Shingle profile); and
 - (g) and areas where wind velocity is greater than 47 metres/ second (i.e. an area with a Category 3 wind rating such as exposed coastal areas).
- 3.4 It is recommended that storm clips and sarking be installed if the building to be tiled is located in an area susceptible to strong winds (e.g. exposed coastal areas).

4 QUOTES

- 4.1 In this clause, any reference to a “surcharge” shall mean the surcharge notified to the Purchaser from time to time.
- 4.2 The Price:
- (a) is based on approximate measurements, quantities, relevant conditions and other information relating to the design of the building or the installation of the Tiles provided to the Company by the Purchaser or their Builder (“Specifications”);
 - (b) will remain valid for a period of 30 days for an Order made by the Purchaser in accordance with the Quote, unless otherwise specified. Any extension of this period is at the discretion of the Company;
 - (c) will include the minimum mechanical fixing requirements for Tiles and accessories contained in AS 2050-2002 Installation of Roof Tiles for the relevant Category. It is essential that the Company be provided with the correct Category and confirmation of whether sarking or fire barriers are required prior to providing a Quote. The Purchaser their Builder, or the relevant authority shall nominate the appropriate Category. The Purchaser warrants to the Company that any such Category provided is correct; and
 - (d) will be based on a Category 1 wind rating unless advised

otherwise by the Purchaser or their Builder in accordance with clause 4(c) above.

- 4.3 If the Purchaser or their Builder provides the Company with Specifications, the Company has relied upon those Specifications in making any recommendation. If any Specifications provided are incorrect or incomplete, the Company is not liable for any failure of the Tiles to perform arising from incorrect selection of Tiles or incorrect method of installation.
- 4.4 If the Purchaser has any doubts as to the accuracy or completeness of the Specifications provided to the Company, the Purchaser must ensure that the Company is provided with full, correct information (and the opportunity to revise any recommendations) prior to accepting any Quote.
- 4.5 A surcharge will be payable where the Company’s employees or contractors are required to carry Tiles and other materials in excess of nine metres.
- 4.6 The Purchaser must pay the agreed price, or where no price is agreed, the reasonable costs of all variations to any Orders in addition to the Price quoted where variations are received or required after the Order has been processed and the Company incurs costs as a result. The reasonable costs of a variation will be calculated by the Company at reasonable rates for labour and materials and will include a reasonable administration charge, allowance for overheads and profit and other costs incurred by the Company as a result of the variation. The Company will take reasonable steps to limit these costs once informed of the variation. Any difference in the measurements, quantities or conditions from those advised by the Purchaser shall constitute a variation.

5. COMPANY SUPPLIED INFORMATION

- 5.1 Unless otherwise expressly provided for in these Terms, the parties agree that Company-Supplied Information:
- (a) has been, or will be, provided only for the Purchaser’s convenience; and
 - (b) has not been, and will not be, relied upon by the Purchaser for any purpose (including entering into these Terms).
- 5.2 The Company does not:
- (a) assume any responsibility or duty of care in respect of; or
 - (b) warrant, guarantee or make any representation as to, Company-Supplied Information (including as to its accuracy, completeness or adequacy for the purposes of these Terms nor that all such information held by the Company has been provided to the Purchaser by way of Company-Supplied Information or otherwise).

6. THE COMPANY’S OBLIGATIONS

- 6.1 The Company:
- (a) will perform the Services in accordance with the Specifications and industry standards, and in a proper and workman-like manner; and
 - (b) may, subcontract its obligation to install in its absolute discretion. The Company will be responsible for its obligations under these Terms notwithstanding that subcontracting.
- 6.2 The Purchaser acknowledges and agrees that:
- (a) the Tiles may become subject to efflorescence, a natural process seen on concrete footpaths, pavers and brick walls, when alkaline deposits gravitate to surfaces exposed to moisture;
 - (b) due to raw materials and manufacturing techniques used to produce the Tiles, some colour variations may occur from batch to batch;
 - (c) the sealer coat or curing membrane gives the Tiles a glossy appearance when new, but will weather off over time mellowing to a matt finish as intended; and
 - (d) some minor surface marks and blemishes are inherent in the manufacturing process and transport from plant to Site.
- 6.3 The Company shall not be liable to the Purchaser for any loss or damage arising from any of the above matters.

7. PURCHASERS OBLIGATIONS

- 7.1 The Purchaser agrees to do the following at the Purchaser’s cost:
- (a) comply with the Company’s reasonable directions as to the works;

- (b) carry out all preparatory work required, including without limitation, that set out in clause 3;
 - (c) ensure that the Site is safe and complies with the Company's Site Safety Manual (available on the Company's website) and the Occupational Safety and Health Act 1984 (WA) and Occupational Safety and Health Regulations 1996 (WA), including any other relevant safety legislation, regulations, rules or by-laws;
 - (d) prior to the commencement of the Services, ensure all Site preparation work (including but not limited to ensuring that all rafters are level to receive battens and Tiles) is completed in accordance with all relevant legislation;
 - (e) provide adequate vehicular access to the Site.
 - (f) provide a crossing in accordance with any applicable legislation;
 - (g) provide a source of power, and hoists, cranes, scaffolding and staging and such other equipment as is reasonably required by the Company in order to perform the Services. The Purchaser shall ensure that all such equipment is in good working order and condition and complies with all legislation applicable to such equipment;
 - (h) clean the Site on completion of the works by the Company; and
 - (i) where ceilings are fitted to the building prior to roof tiling, it is the Purchaser's responsibility to provide and fit tarpaulin covers to protect those ceilings. The Company will in such cases undertake to cover the roof with these tarpaulins should this be necessary during the progress of the roof operation.
- 7.2 The Purchase indemnifies the Company for any loss or damage or third party claims arising from any breach of this clause by the Purchaser.

8. DELIVERY OR COLLECTION

8.1 Delivery

If specified in the Quote, delivery shall be made to the Site by carriers engaged by the Company. The Tiles will be deposited at several drop points surrounding the building on-site to allow the Company to load them safely to the roof area, and the Purchaser shall ensure the delivery vehicle has a safe, suitable and unrestricted route. Where access to the Site is limited, the Company may deposit the Tiles on the verge or the front elevation to the Site.

The Purchaser shall release and indemnify the Company against any loss, damage, cost (including recharges) or liability arising from events occurring while gaining or caused by such access unless solely caused by the Company's negligent act or omission.

The Purchaser acknowledges that all times quoted for delivery or collection are estimates only, and the Company will not be liable for any failure to deliver or for delay in delivery or collection of Tiles occasioned by strike, lockout or other industrial dispute, shortage of stock, shortage of labour, lack of skilled labour, delays in transit, fire, flood, hostility, civil commotion or any other cause whatsoever whether or not beyond the control of the Company.

The Purchaser shall not be relieved of any obligation to accept or pay for the Tiles or the Services by reason of any delay in delivery.

8.2 Collection

Tiles may be collected by the Purchaser's carriers if specified in the Quote in which case the Purchaser must arrange for the return of the Company's stillages within 7 days of collection to the Site. The Purchaser shall indemnify the Company for any damages, costs (including, without limitation, legal fees on a solicitor-client basis), losses or expenses, incurred by the Company as a result of a breach of this clause.

The Purchaser will ensure that the Purchaser's motor vehicle used to collect and transport the Tiles is maintained in a mechanically sound condition that is fit for the purpose of collecting and transporting the Tiles.

The Company may refuse to release the Tiles to the Purchaser where the Company has reasonable grounds to believe that the Purchaser's motor vehicle is not fit for the purpose of collecting and transporting the Tiles.

The Purchaser will comply with all relevant laws, including without limitation, all safety laws applicable to the supply of Tiles and Chain of Responsibility obligations with respect to

the collection and transportation of the Tiles.

In this clause, "Chain of Responsibility" means the road transport laws contained in the Road Traffic (Administration) Act 2008 (WA) and the Road Traffic (Vehicles) Act 2012 (WA) and associated regulations, as amended from time to time, or any equivalent laws in other States.

9. PAYMENT

- 9.1 Terms of payment are cash before delivery or collection unless the Purchaser has entered into a Credit Agreement with the Company, in which case the terms of that Credit Agreement will apply.
- 9.2 The Purchaser agrees to pay the amount(s) specified in any Quote accepted by the Purchaser before delivery/collection, or in any tax invoice issued to the Purchaser (for approved accounts only) without set-off or counterclaim.
- 9.3 For any Tiles ordered for delivery and later cancelled the Customer shall, on demand, pay to Harmony all reasonable expenses incurred up to the time of cancellation. Harmony's statement of expenses shall be prima facie evidence of its contents.

10. RISK

- 10.1 The Tiles are at the Purchaser's risk from the time the Tiles are delivered to the Site. However, if delivery is made by the Purchaser's carrier, the Tiles will be at the risk of the Purchaser immediately upon collection of the Tiles by the Purchaser's carrier from the Company. The Purchaser must insure the Tiles for their full replacement value from the time that risk passes to the Purchaser until at least the time title in the Tiles passes to the Purchaser.

11. TITLE

The Company remains owner of the Tiles until the Purchaser has paid for the Tiles in full.

Nothing in the Quote gives the Purchaser any lease or right to use the Company's plant and equipment ("Equipment") used to provide the Services under these Terms. Title in the Equipment remains with the Company at all times.

12. GST

Any expression used in this clause 12 and which is defined in the A New Tax System (Goods and Services Tax) Act 1999 (Cth) has the same meaning in this clause 12.

Unless otherwise expressly stated, all amounts stated to be payable by the Purchaser under these Terms are exclusive of GST. If GST is imposed on any supply made under or in accordance with these Terms, the recipient of the taxable supply must pay to the supplier an additional amount equal to the GST payable on or for the taxable supply. Payment of the additional amount will be made at the same time as payment for the taxable supply is required to be made in accordance with this document, subject to the provision of a tax invoice by the supplier to the recipient.

13. TERMINATION

13.1 A party ("**Non-defaulting Party**") may terminate these Terms at any time by written notice to the other party ("**Defaulting Party**") if any of the following apply:

- (a) the Defaulting Party fails to carry out any provision of these Terms, the failure is capable of remedy and the Defaulting Party does not remedy that failure within 7 days after written notice to the Defaulting Party requiring it to be remedied;
- (b) a judgment, order or encumbrance is enforced, or becomes enforceable upon any of the Defaulting Party's property;
- (c) an order for payment is made or judgment for an amount exceeding \$10,000 is entered or signed against the Defaulting Party which is not satisfied within 7 days;
- (d) the Defaulting Party suspends or delays payment of its debts;
- (e) the Defaulting Party is unable to pay its debts as and when they fall due or goes into bankruptcy;
- (f) the Defaulting Party (being a corporation) has a liquidator appointed to it, or has a mortgagee of the corporation assume control of, or a receiver appointed to any of the assets or undertakings of the Defaulting Party (not being an Insolvency Event);
- (g) the Defaulting Party (being a corporation) is deregistered;
- (h) the Defaulting Party breaches a Credit Agreement; or
- (i) to the extent permitted by law, the Defaulting Party is subject to an Insolvency Event.

13.2 These Terms may be terminated by the Company at any time effective immediately upon the giving of notice if a change occurs in the Purchaser's circumstances which, in the Company's reasonable opinion, may have a material adverse effect on the Purchaser's ability to comply with its obligations under these Terms. Examples include (but are not limited to):

- (a) a change in the Purchaser's financial position up and until an Insolvency Event occurring;
- (b) the Purchaser factoring its debts; or
- (c) the Purchaser becoming party to litigation, arbitration or any other administrative proceeding

13.3 If the Purchaser is the Defaulting Party under these Terms (or where any of the events in clause 13.2 occurs) the Company may, at its option, exercise any or all of the following rights in addition to any other rights it may have under these Terms or at law:

- (a) suspend performance of the Services whether under these Terms or otherwise; and/or
- (b) withdraw any credit facilities which may have been extended to the Purchaser and require immediate payment of all moneys owed to the Company by the Purchaser.

13.4 The Defaulting Party (or in the case of an event under clause 13.2, the Purchaser) will be responsible for, and will indemnify the Non-Defaulting Party (or the Company, as applicable) against, any damages, costs (including, without limitation, legal fees on a solicitor-client basis), losses and expenses, incurred by the Non-Defaulting Party (or the Company, as applicable) as a result of the breach or event.

13.5 On termination of these Terms under this clause 13, each party retains its rights against the other party in respect of any past breach, in addition to any other rights, powers or remedies provided by law.

14. LIABILITY

In the event any Tiles supplied by the Company under these Terms are defective, the Company's liability (if any) shall be limited to:

- (a) the Warranty; and
- (b) the Purchaser's rights under the Australian Consumer Law.

To the extent permitted by law, the Company's liability under any condition or warranty which cannot legally be excluded is limited to:

In the case of Tiles

- (a) the replacement of the Tiles;
- (b) the repair of the Tiles (if applicable);
- (c) the payment of the cost of replacing the Tiles; or
- (d) the payment of the cost of having the Tiles repaired (if applicable).

In the case of Services

- (a) supplying the Services again; or
- (b) paying the cost of having the Services supplied again.

If the Company damages the Site or any buildings or materials on the Site then:

- (a) the Company is not liable unless the Purchaser notifies the Company of the failure within 10 days after the date such damage occurs; and
- (b) the liability of the Company is in any case limited as set out above.

Where the Purchaser acquires Tiles from the Company for the purpose of on-supplying to another person ("consumer"), the Company shall not be liable for any consequential loss suffered by the Purchaser unless otherwise stated in a contract or agreement. However, to the extent required by the Australian Consumer Law, the Company may be liable for any consequential loss suffered by the consumer.

Where the Purchaser makes any claim under the Warranty or otherwise, the Purchaser agrees to give the Company reasonable access to the Site to investigate their claim.

The provisions of this clause 14 are subject to the provisions of any statutory condition or warranty which cannot legally be excluded.

15. DISPUTE RESOLUTION

If a dispute or difference arises between the Company and the Purchaser in respect of any fact, act, matter or thing arising out of or in any way connected with these Terms and one party requires the dispute or difference to be resolved, then that party will promptly give the other party a written notice giving details of the dispute.

Within 14 days of a party receiving a notice, the parties, and/or

their delegates, must meet and attempt to resolve the dispute in good faith.

If, within 14 days of the meeting, the dispute is still not resolved, then, either party may proceed to litigation.

In the event of any dispute between the parties, the Purchaser shall pay all undisputed amounts to the Company.

16. FORCE MAJEURE

A party ("Affected Party") is not liable for any delay or failure to perform an obligation (other than to pay money) under these Terms caused by an act of God, war, riot, insurrection, inclement weather, vandalism or sabotage, strike, lockout, ban, limitation of work or other industrial disturbance or a law, rule or regulation of any government or governmental agency.

The Affected Party must notify each other party as soon as practical of any anticipated delay or failure caused by an event specified above ("Event").

The performance of the Affected Party's obligation is suspended for the period of delay caused by the Event.

Any party may terminate these Terms at the expiration of not less than 7 days' notice to the other party if performance of an obligation is prevented by an Event, or a delay caused by the Event exceeds 30 days.

If a party terminates these Terms under this clause 16, all money previously paid under these Terms for which no goods, Services or other consideration has been provided must be refunded within a reasonable time of termination.

17. PRIVACY

The Company collects the Purchaser's personal information for the purpose of providing the Tiles and keeping a record of transactions on the Company's file. Personal information can include sensitive health information as required by the Company from time to time. The Company's Privacy Policy can be found at <http://www.harmonyrooftiles.com.au/privacy.php>

18. SURVEILLANCE

The Purchaser agrees that the Company may use a tracking device or other surveillance device at the Company's premises or manufacturing sites and in its vehicles.

19. GENERAL

19.1 These Terms are governed by and are to be construed according to the laws of Western Australia and the parties submit to the exclusive jurisdiction of the courts of Western Australia.

19.2 If any part of these Terms is, or becomes, void or unenforceable, that part is, or will be, severed from these Terms so that all parts that are not, or do not become, void or unenforceable remain in full force and effect and are unaffected by that severance.

19.3 A failure to exercise or delay in exercising any right, power or privilege by any party will not operate as a waiver of that right, power or privilege. A single or partial exercise of any right, power or privilege will not preclude any other or further exercise of that right, power or privilege, or the exercise of any right, power or privilege. A purported modification, variation or amendment of these Terms or any waiver of any rights of any party shall not have any force or effect unless and until the same is in writing, executed by the parties or, in the case of a waiver, is executed by the party whose rights are thereby waived.

19.4 These Terms constitute the entire agreement between the parties with respect to the subject matter of these Terms and contains all of the representations, warranties, covenants and agreements of the parties in relation to the subject matter of these Terms as at the date of these Terms. Any previous understanding, agreement, representation or warranty relating to that subject matter is replaced by these Terms and has no further effect.