

## **1. Conditions of Sale**

### **1.1 Quotation Validity**

This quotation is valid only for the period stated on the quotation or order.

### **1.2 Pricing Basis**

The prices provided are based on the running costs of labour, services, and materials as at the date of the quotation.

### **1.3 Specification Changes**

Changes to specifications, quantities, schedules, or other aspects of the order requested by the customer will not be binding unless agreed to by Norville Quarries in writing. Any such changes may result in additional charges, which the customer agrees to pay.

### **1.4 Price Variations**

Norville Quarries reserves the right to vary the quoted price due to:

- Adjustments to the Modern Quarry Award or employment agreements.
- Changes in the cartage schedule or rates due to abnormal increases in operating costs, such as fuel prices.

### **1.5 Delivery Quantities**

Delivery prices are based on full load capacities of the delivery vehicle. Smaller tonnage deliveries will still incur charges based on a full load.

### **1.6 Delivery Routes**

Delivery pricing is based on the most efficient route to the site at the time of quotation. Should access become restricted, requiring a longer route, Norville Quarries reserves the right to pass on additional costs incurred.

### **1.7 Credit Terms**

Goods or services provided on credit are subject to Norville Quarries' credit terms and conditions. Invoices must be paid in full by the due date specified. Customers without an account will need to arrange payment prior to delivery. All quoted prices are exclusive of GST.

### **1.8 Working Hours**

Deliveries and other operations will be conducted during normal working hours. Any work requested outside of these hours will incur additional costs, subject to Norville Quarries' discretion.

### **1.9 Safe Access**

It is the customer's responsibility to provide a safe workplace and tipping area. The customer indemnifies Norville Quarries, its drivers, and contractors against any losses, costs, or damages resulting from unsafe access or site conditions.

### **1.10 Property Damage Indemnity**

The customer indemnifies Norville Quarries, its drivers, and contractors against any damage to property, including walls, kerbing, roads, footpaths, drainage, and adjacent buildings, occurring at the delivery site.

### 1.11 Site Inductions

Site inductions up to 30 minutes per operator are included. Any induction time exceeding this allowance will incur a fee of \$90.00 per hour per operator.

### 1.12 Waiting Time Charges

All deliveries are based on a “tip and go” arrangement. Delays exceeding 10 minutes, not caused by the driver, will incur waiting time charges at the following hourly rates (exclusive of GST):

- Rigid/truck only \$180.00/hour
- Truck & Dogs: \$220.00/hour
- Truck, Semi: \$180.00/hour

### 1.13 Refusal to Tip

Drivers may refuse to tip if they determine the site is unsafe. If the load cannot be delivered and must be returned to the quarry, delivery costs will be charged.

### 1.14 Acknowledgment of Delivery

The customer or their representative must be present to sign the delivery docket, confirming receipt of the described goods. In the absence of the customer, the driver's signature will serve as evidence of delivery.

### 1.15 Delivery Instructions

If the customer or representative is not on-site, a clearly marked tipping area must be provided. Norville Quarries will not be responsible for mis-delivery due to inadequate instructions. Any costs for material removal will be the customer's responsibility.

### 1.16 Non-Delivery Liability

Norville Quarries will not be liable for delays, non-delivery, or non-supply of goods arising from circumstances beyond its control.

### 1.17 Hazard Management

The customer is responsible for the safe use and management of hazards associated with quarry products. Hazard information is available on request via the website: <https://www.norvillequarries.com.au>

### 1.18 Claims

Any claims regarding deficiencies in delivered goods must be made within 24 hours of delivery.

### 1.19 Retention of Title

Ownership of goods remains with Norville Quarries until full payment is received.