

GRACE REMOVALS GROUP
GENERAL TERMS AND CONDITIONS OF SERVICES FOR OVERSEAS AGENTS

1. Definitions

In these conditions:

- 1.1. **"We"** means Grace Removals Group, a division of Grace Worldwide (Australia) Pty Limited ABN 90 070 345 845, and **"Us"** and **"Our"** have corresponding meanings;
 - 1.2. **"You"** means the party entering into the agreement for Services with Us, and **"Your"** has a corresponding meaning;
 - 1.3. **"Goods"** means all furniture and other effects which are to be the subject of the Services;
 - 1.4. **"Owner"** means the owner of the Goods to which the Services are performed.
 - 1.5. **"Services"** means the work to be undertaken by Us in connection with the Goods including removal, clearance and delivery, and (if applicable) storage and other services;
 - 1.6. **"Subcontractor"** means any person other than one of Our employees who, under any agreement or arrangement with Us (whether directly or indirectly) performs or agrees to perform the whole or any part of the Services;
 - 1.7. Words in the singular include the plural, and words in one or more genders include all genders.
2. **We are not Common Carriers** WE ARE NOT COMMON CARRIERS AND ACCEPT NO LIABILITY AS SUCH. We reserve the right to refuse to quote for the carriage of goods for any particular person and for carriage of any goods or classes of goods at Our discretion.

3. **Our Quoted Rates for Destination services** in respect of Imports in to Australia are performed according to FIDI Professional Co-operation Guidelines (unless the quote specifically states otherwise)

3.1. **Included services:**

- Customs and Quarantine clearance in Australia
- Delivery to residences on the ground floor / first floor with good access
- Placement of all goods into the residence as directed by the shipper
- Basic unpacking onto flat bench top / table top surfaces – please note that no items can be unpacked onto the floor due to Australian Occupational Health & Safety regulation
- Basic and simple re-assembly of furniture – specifically excluding new or old furniture shipped in flat packs requiring extensive assembly
- Removal of all debris either at the time of completion of delivery or at one other only subsequent visit

3.2. **Excluded services:**

- Insurance
 - Extensive Customs & AQIS examinations
 - Taxes or duty levied by Australian Customs
 - Quarantine basic fees
 - Quarantine additional charges eg treatments like fumigation, steam cleaning, irradiation, virkon etc.
 - Demurrage
 - Storage
 - Delivery above the ground and the first floor
 - Delivery due to difficult access to the delivery residence
 - Handling / transport of pianos, pianolas, organs, safes & other similarly specialist or heavy items
 - Special services – carpenters, electricians, plumbers etc.
 - Re-assembly requiring trades people / handymen - IKEA type items, wall units, entertainment units (items which contain glass or numerous pieces, screws, bolts etc.)
- Please note that all of the above exclusions will be for the Owners account unless specified otherwise.

4. **Our Quoted Rates for Origin services** in respect of Exports from Australia or domestic moves within Australia are performed according to FIDI Professional Co-operation Guidelines (unless the quote specifically states otherwise)

4.1. **Included services:**

- Origin survey if required on all shipments over 5 cubic metres in volume (Others may be agreed)
- Wrapping, Packing and Loading from residence on the ground floor with good access
- Road, Sea or Air Freight and Destination Services as specified on the quote
- Basic and simple disassembly of furniture. Specifically excluding new or old furniture required to be shipped in flat packs requiring extensive disassembly

4.2. **Excluded services:**

- Insurance – unless quoted
- Extensive Customs examinations in country of arrival
- Taxes or duty levied by Customs authorities in country of arrival
- Quarantine charges at port of arrival
- Demurrage
- Storage – unless quoted
- Pick up (or delivery at destination) above the ground and the first floor – unless quoted
- Pick Up (or Delivery at destination) due to difficult access to the residence
- Handling / transport of pianos, pianolas, organs, safes & other similarly specialist or heavy items
- Special services – carpenters, electricians, plumbers etc.

- Disassembly requiring trades people / handymen - IKEA type items, wall units, entertainment units (items which contain glass or numerous pieces, screws, bolts etc.)

Please note that all of the above exclusions will be for the Your account unless specified otherwise.

5. Information supplied by You

- 5.1. **You warrant that** any information which You have provided to Us and on which We have reasonably relied in assessing any quotation or estimate of the resources necessary to carry out the work is accurate
- 5.2. **Owner or Authorized Agent.** You warrant that, in entering into this agreement, You are either the Owner of the Goods, or the authorized agent of the Owner.
- 5.3. **Presence at Loading/Unloading.** You will ensure that You or some person on your behalf is present when the Goods are loaded or unloaded, except if they are being unloaded into or loaded from store.
- 5.4. **Dangerous Goods.** You warrant that the Goods do not include any fire arms or goods which are or may become of a dangerous, corrosive, highly combustible, explosive, damaging or noxious nature nor likely to encourage any vermin or pest. If We discover any article or substance of this nature after the Goods have been received by Us, We may take any reasonable action, including destruction or disposal, as We may think fit without incurring any liability to You.
- 5.5. **Fragile Goods and Valuable Items.** You will, prior to the commencement of the Services, give to Us written notice of any Goods which are of a fragile or brittle nature and which are not readily apparent as such, or which comprise jewellery, precious objects, works of art, money, collections of items or precision equipment in any case having a value in excess of A\$5,000.
- 5.6. **Customs and Quarantine.** You will ensure that prior to the commencement of the Services, We are provided with correctly completed documentation as required by the Government authorities to facilitate the clearance process. Unless otherwise instructed by You, any duties, fees or charges which become payable in order to complete the clearance process must be paid by the Owner or relevant party to complete the clearance process.

6. Method of Carriage and Subcontractors

- 6.1. **Mode of Carriage.** We shall be entitled to carry the Goods by any reasonable route (having regard to all the circumstances including the nature and destination of any other Goods being carried on the vehicle) and by any reasonable means.
- 6.2. **Subcontractors.** We may use a Subcontractor or Subcontractors to undertake the whole or any part of the Services, but if We do so, We will continue to be responsible to You for the performance of the Services.
- 6.3. **Liability of Subcontractors and Employees.** Any provisions in these conditions which limit Our liability also apply to Our Subcontractors and to Our employees and to the employees of Our Subcontractors. For the purposes of this sub clause, We are, or are deemed to be, acting as agent or trustee on behalf of each of the persons referred to, and each of them shall to that extent be deemed to be parties to this agreement.

7. Delivery

- 7.1. We shall not be bound to deliver the Goods except to You, or to the Owner or to a person authorized in writing by You to receive the Goods. If We cannot deliver the Goods either because there is no authorized person there to receive them on Our arrival, or because We cannot gain access to the premises, or for any other reason beyond Our control, We will be entitled to unload the Goods into a warehouse, and will be entitled to charge an additional amount for storage and for the subsequent re-delivery of the Goods. If this happens, We will endeavor to contact You to ascertain whether You have any alternate instructions.
- 7.2. We will not be liable for any delays due to circumstances beyond Our control including Industrial disputes, weather, traffic and road conditions or the failure of the international sea or air carrier/s to transit the Goods within the agreed time frames.

8. Storage Conditions

- 8.1. **Inventory.**
 - 8.1.1. **For Goods destined to leave Australia.** We will prepare an inventory of Goods received for storage and will ask the Owner or the Owners representative to sign that inventory. You will be provided with a copy of the inventory. The inventory will be conclusive evidence of the Goods received by Us. The inventory will disclose all items in such detail as necessary to satisfy the requirements of the authorities in the country of destination.
 - 8.1.2. **For Goods imported in to Australia.** We will use the inventory of Goods on which the Goods were cleared in to Australia. If necessary, we will prepare a new inventory (eg in the event of only part of the consignment going in to store). You will be provided with a copy of the inventory. The inventory will be conclusive evidence of the Goods received by Us.
- 8.2. **Charges for the storage** will be for Your account unless we have secured written agreement, in the form of a signed contract, from the Owner or Owners representative that they will be responsible for all aspects of the Storage service, including making payments as they fall due.
- 8.3. **Your obligations if You remain responsible for the storage account:**
 - 8.3.1. **Contact Address.** You agree to advise Us of an address to which We can forward any notice or correspondence, and to promptly notify Us of any change of address.
 - 8.3.2. **Price Changes.** Our storage charges will be as quoted to You for the first 26 weeks of storage. After 26 weeks, We may change the storage charges from time to time on giving 28 days' written notice to You.
 - 8.3.3. **Warehouse Change.** We are authorised to remove the Goods from one warehouse to another without cost to You. We will notify You of the removal and advise the address of the warehouse to which the Goods are being removed, not less than 5 days before removal (except in emergency, when such notice will be given as soon as possible).

- 8.3.4. **Inspection of Goods in Store.** You are entitled, upon giving Us reasonable notice, to inspect the Goods in store, but a reasonable charge may be made by Us for this service.
- 8.3.5. **Removal from Storage.** Subject to payment for the balance of any fixed or minimum period of storage agreed, You may require the Goods to be removed from store at any time on giving Us not less than 5 working days' notice. If You give Us less notice, We will still use Our best endeavors to meet your requirement, but shall be entitled to make a reasonable additional charge for the short notice.
- 8.3.6. **Compulsory Removal and Disposal.** You agree to the removal of the Goods from storage within 28 days of a written notice of requirement from Us to do so. In default, We may, after 14 days' notice to You, SELL ALL OR ANY OF THE GOODS by public auction or, if that is not reasonably practicable, by private treaty and apply the net proceeds in satisfaction of any amount owing by You to Us.

9. Charges and Payments

- 9.1. **Variation to Charges.** All quotations are based on normal working hours, Monday to Friday, unless otherwise specified by Us in writing. In addition Our Service Proposals for international relocations are based on current ocean and/or air freight rates. All calculations of foreign currency in Our Service Proposal have been converted at the rate of exchange ruling at the date of the Service Proposal. We reserve the right to alter our Service Proposal should a variance to these rates occur, prior to or during the commencement by Us of Your Services.
- 9.2. **Variation of Work Required and Delay.** If the work You ultimately require Us to do varies from the work for which a quotation or estimate has been given, or if We are prevented from or delayed in undertaking the Services or any part thereof (except where that prevention or delay results from a factor within Our control), We will also be entitled to make a reasonable additional charge.
- 9.3. **Payments to Third Parties, Taxes and Duties etc.** We will be entitled to reimbursement from You of any amount We have been required to pay to a third party (other than a subcontractor) to obtain or effect delivery of the goods. In addition, unless expressly stated otherwise in writing herein, Our Service Proposal exclude customs duties, sales tax, GST and other similar Government charges and costs and charges which may be associated with any extensive customs examination, quarantine charges, bond or storage charges, demurrage or container detention fees, steam cleaning or fumigation costs, customs x-ray charges, or any extraordinary expenses.
- 9.4. **Payment by Third Party.** If You arrange with Us or instruct Us that Our charges are to be paid by a third party, for example, the Owner, and if that party does not pay the charges within 14 days of the date set for payment or, if no date is set for payment, within 14 days of the date of invoice, You agree to thereupon pay the charges.
- 9.5. **Default Charges.** If amounts are outstanding from You to Us for more than 30 days, We will be entitled to charge interest at the Commonwealth Bank maximum personal overdraft interest rate for amounts not exceeding \$100,000 from time to time, calculated on daily rests. We will also be entitled to recover all Our costs that may be incurred by Us to recover such outstanding amounts. (e.g. debt collection fees, court costs, solicitor fees, etc.)
- 9.6. **Contractual Lien.** All Goods received by Us will be subject to a general lien for any moneys due by You to Us relating to any Services provided under this or any other agreement, without prejudice to any other rights which We may have under this contract or otherwise at law. If any amounts have been outstanding for a period of 26 weeks, We may give 28 days' written notice to You of intention to sell, and if the outstanding amount is not paid within that period, We may SELL ALL OR ANY OF THE GOODS by public auction or, if that is not reasonably practicable, by private treaty and apply the net proceeds in satisfaction of the amount due.
- 9.7. **Payment Terms.** Payment is required by You prior to the commencement of any Services by Us, unless prior arrangements are agreed upon by Us in writing.
- 9.8. **Alteration Of Dates.** If a date for the performance by Us of any Services is agreed upon in the quotation and acceptance or subsequently, and You require that date to be altered or the Goods are not available on that date, We will be entitled to make a reasonable additional charge for any loss or additional expense occasioned by such alteration or unavailability.

10. Loss or Damage –Removal and Storage of Household Goods and Personal Effects

- 10.1. **Australian Consumer Law.** Except where the services are required by You for the purposes of a business, trade, profession or occupation in which You are engaged, this agreement will be subject to the Guarantees set out in section 60, 61 and 62 of the Australian Consumer Law (as enacted as schedule 2 of the Competition and Consumer Act 2010) being, in particular, a guarantee that the services will be rendered with due care and skill, and the following conditions of clause 8 will apply.
- 10.2. **Exclusions.** We will not be liable for any loss or damage nor any delay which results from any cause beyond Our control. Under no circumstances will We be responsible for any loss or damage involving the restoration or reconstruction of information or data or any item of so called consequential loss.
- 10.3. **Damage to Goods - Packaging.** If the Goods sustain damage by reason of defective or inadequate packing or unpacking, and the packing or unpacking (as the case may be) was not undertaken by Us or a Subcontractor, We will not be liable.
- 10.4. **Damage to Goods - Inherent Risk.** Certain goods (including electrical and mechanical appliances, computer equipment, scientific instruments and certain musical instruments) are inherently susceptible to suffer damage or disorder upon removal. Unless that damage or disorder results from the want of due care and skill on Our part, We will not be liable.

- 10.5. **Notification of Loss or Damage.** Any claim for loss or damage under this clause 8 is to be notified by You to Us in writing, or by telephone and later confirmed in writing, within a reasonable time after the date of delivery. We will have the best chance of locating any misplaced items, or ascertaining the cause of damage, if that notification is given to Us within 2 working days.
- 10.6. **Maximum Value of Goods.** In any claim for loss or damage under this clause 8, any estimate of the value of the Goods which You have provided to Us, whether for the purposes of insurance or otherwise, will be prima facie evidence that the total value of the Goods did not exceed that estimate at the time of loss or damage.
- 11. Loss or Damage - Removals & Storage of Commercial Goods** (ie NOT Household Goods or Personal Effects)
- 11.1. **Application.** If the Services are required by You for the purposes of a business, trade, profession or occupation in which You or the Owner are engaged, the following conditions of this clause 9 will apply.
- 11.2. **Negligence.** We will only be liable for loss or damage resulting from Our negligence, and in any event that liability will be limited to \$100 per item or package, or \$1,000 in respect of all Goods moved or stored under this agreement (whichever is the lesser).
- 11.3. **Exclusions.** We will not be liable for:
- 11.3.1. any loss or damage nor any delay which results from any cause beyond Our control;
 - 11.3.2. any loss or damage resulting from inadequate or improper packing or unpacking unless the Goods damaged or causing damage were both packed and unpacked by Us;
 - 11.3.3. any loss or damage to jewellery, watches, money or negotiable instruments; or
 - 11.3.4. electrical or mechanical derangement to Goods and Under no circumstances will We be responsible for any loss or damage involving the restoration or reconstruction of information or data or any item of so called consequential loss.
- 11.4. **Claims.** In circumstances where We are liable under sub clause 9.2:
- 11.4.1. notice of the claim must be given by You to Us as soon as possible, and written notice must be given within 14 days of the date of delivery or, in the case of loss, the date upon which the Goods would ordinarily have been delivered, failing which We will have no further liability;
 - 11.4.2. in the event of the loss of or damage to any article or articles in a collection, set or other combination, the value of the particular article or articles lost or damaged shall be determined without regard to the value which they may have had as part of any such collection etc; and
 - 11.4.3. in satisfaction of any claim, We may repair or replace the Goods or other property without liability for depreciation and in that event Our liability will not exceed the cost of repair or replacement.
- 12. Insurance**
- 12.1. **Our Insurance.** We can offer to arrange for the goods to be insured during the transit and storage if requested. The details of the type of insurance and the rates would be provided on request. This insurance will only be arranged if You request Us in writing to do so (including by so indicating in Your written acceptance of Our Quotation).
- 12.2. **Other Insurance.** You may, of course, arrange insurance with an insurer of Your choice
- 12.3. **Assignment.** If We, in discharge of any liability, make payment of any amount to You in respect of loss of, damage to or delay in delivery of the Goods, You hereby assign to Us all rights which You have under any policy of insurance to recover that amount and You hereby irrevocably appoint Us as Your attorney with full
- 13. Disputes**
- 13.1. **Notification of Dispute** If You or We consider that a dispute has arisen in relation to this agreement (either during the Services, or after they have been completed), written notice of the dispute will be given to the other party. Even if that notice is given, You and We must continue to perform any obligations outstanding by Us under the agreement.
- 13.2. **Dispute Resolution.** If You and We cannot resolve the dispute between Us, You are entitled to:
- 13.2.1. Refer the dispute to FIDI if you are a member of FIDI, then following FIDI's dispute resolution process
 - 13.2.2. Refer the dispute the Australian International Movers Association (AIMA) if you are not a member of FIDI. Telephone number (+61) 1800 671 806).
 - 13.2.3. If resolution can not be reached by FIDI or AIMA, see clause 15.
- 14. Variation and Notice**
- 14.1. **Variation.** The terms of these conditions cannot be varied other than by Your and Our mutual consent. Our consent can only be given by a proprietor, director, secretary or manager, and must be evidenced in writing.
- 14.2. **Notice.** Any notice to be given by Us to You may be given personally or by prepaid post addressed to Your address last known to Us, or by facsimile to a facsimile number at that address, or by electronic mail (e-mail)
- 15. Applicable Law** The law which governs this agreement will be the law applicable in the place in which the Services are provided by Grace within the Commonwealth of Australia.
- 16. Privacy**
- 16.1. To enable us to provide you with this quotation, and to enable and assist us to provide our services if you accept this quotation, we collect and hold personal information (such as your personal details and information concerning your proposed move as forwarded to us), and possibly photographs taken to assist us in providing a quotation or assessing a claim.
- 16.2. Our privacy policy allows us to use such personal information for these purposes, but all such information will be held subject to our privacy policy, which is available on our website www.grace.com.au
- 17. Anti Bribery & Corruption** Grace are committed to fair business practice and abide by the Fidi Anti-Bribery and Corruption Charter. Further details can be found on our website at <https://www.grace.com.au/terms-conditions/>