



## Freight & Delivery Policy

Effective 1 September 2013

All standard stock finished goods are delivered within New Zealand free of charge within normal business hours Monday to Friday.

Delivery of all goods including spare parts will always be subject to customers having sufficient available credit, i.e. not on Stop Credit, or payment processed for the goods prior to despatch.

These goods will be shipped either using our own trucks within the Auckland metropolitan area, or using selected freight providers that understand the needs of both the Temperzone business, and the needs of you our valued customer.

### Delivery Times

Temperzone considers it is reasonable to expect next day delivery for orders received and processed in Auckland prior to 1:00pm the day of order for:

- Deliveries of standard stocked product within the Auckland metropolitan area inclusive of Whenuapai, Albany, Waiuku and Pukekohe made using Temperzone owned trucks
- Deliveries to major North Island cities covered by our external freight provider
- Deliveries of spare parts shipped via local courier service

Temperzone considers it is reasonable to expect delivery within 1 – 2 days for orders received and processed in Auckland prior to 1:00pm the day of order for:

- Deliveries to other North Island areas including Wellington covered by our external freight provider
- Deliveries of spare parts shipped via nationwide courier service

Temperzone considers it is reasonable to expect delivery within 2 – 3 days for orders received and processed in Auckland prior to 1:00pm the day of order for delivery to Christchurch, and within 3 – 5 days for the rest of the South Island.

For urgent same day delivery of spare parts, Temperzone will endeavour to accommodate any reasonable request, but cannot provide any formal guarantee of delivery in this instance. We will provide as much visibility and effort as delivery via urgent courier can be provided given weight and volume constraints.

Please note that we have a small warehouse in Christchurch that may be able to deliver earlier if the product is in stock at this location

Outside normal business hours (8:00am – 4:30pm Mon. to Fri.), Temperzone reserves the right to charge for delivery. Where possible these extra charges will be advised at the time of order.

For deliveries where Temperzone is required to organise special equipment to co-ordinate the unloading of product such as Hi-abs, tail-lift, cranes, flatdeck trucks, etc, Temperzone reserves the right to invoice the customer for these extra charges. Where possible these extra charges will be advised at the time of order.

### Spare Parts Deliveries

For Spare Part deliveries, the goods are quoted as ex works Auckland, and for consignments less than 25 kg and 0.125 m<sup>3</sup> in volume will typically be delivered via courier service. Estimate of costs will be indicated at the time of order, and invoiced at the time of dispatch.

We have instructed our courier service that no goods are to be delivered without a signature of acceptance.

- In the event that the goods cannot be signed for, then they typically will be returned to the courier depot in the first instance and a notice of failed delivery will be left behind.
- It is the customers' responsibility to arrange re-delivery or collection in this circumstance.

For Spare Part deliveries, the goods are quoted as ex works Auckland, and for consignments greater than 25 kg and 0.125 m<sup>3</sup> in volume will typically be delivered via external freight provider outside the Auckland metropolitan area, or our own trucks within. Estimate of costs will be indicated at the time of order, and invoiced at the time of dispatch.

## Standard Stocked Product Deliveries

For Standard Stocked product, including our range of HITACHI products, freight is included in the sales price within New Zealand.

## Proof of Delivery

We have instructed our freight providers and our own truck drivers that no goods are to be delivered without a signature of acceptance that the goods have been delivered in full, as per the packing slip, and in good order.

- In the event that the goods cannot be signed for, then they typically will be returned to either the freight depot, or the Temperzone factory in the first instance and a notice of failed delivery will be left behind.
- It is the customers' responsibility to arrange re-delivery or collection in this circumstance and this may be charged for accordingly.

## Unloading

For consignments that it could be considered reasonable for a single person to unload using a tail-lift and hand truck, the consignment will be unloaded to the ground at the delivery address as part of the delivery process.

For larger consignments of single units, or multiple units that would likely be shrink wrapped onto a pallet, the unloading of the truck is the customer's responsibility. Temperzone will endeavour to co-ordinate the timing of the delivery of such consignments with the customer to ensure that you have unloading capability available.

For deliveries where Temperzone is required to organise special equipment to co-ordinate the unloading of product such as Hi-abs, tail-lift, cranes, flatdeck trucks, etc, Temperzone reserves the right to invoice the customer for these extra charges. Where possible these extra charges will be advised at the time of order.

For Auckland metropolitan deliveries using the Temperzone trucks and time co-ordinated deliveries, Temperzone will provide a 15 minute waiting time before the driver will reserve the right to contact Temperzone to request a no-show failure to deliver and then leave the property.

Our nationwide freight providers have their own similar policies in this respect.

## Custom Build Products

For Custom build products, the goods are quoted as ex works Auckland, and you our valued customer have the options to indicate at the time of order that you will:

1. Arrange collection of the goods using your own freight provider
2. Allow Temperzone to reverse charge the freight to you via your nominated freight provider. To do this you need to send us a letter advising:
  - a. Your nominated freight provider
  - b. Your account number / code with the freight provider
  - c. Authorisation for Temperzone to ship on your behalf.This can be done as a standing arrangement if you require.
3. Allow Temperzone to arrange delivery using our own freight provider and invoice you the customer. This will be invoiced to you once we have confirmation from our freight provider of the final cost.

We have instructed our freight providers and our own truck drivers that no goods are to be delivered without a signature of acceptance that the goods have been delivered in full, as per the packing slip, and in good order.

- In the event that the goods cannot be signed for, then they typically will be returned to either the freight depot, or the Temperzone factory in the first instance and a notice of failed delivery will be left behind.
- It is the customers' responsibility to arrange re-delivery or collection in this circumstance and this may be charged for accordingly.

Temperzone will work with you to co-ordinate the delivery of the consignment for crane and lifting requirements. Additional waiting time in excess of 30 minutes on site will be charged at NZ\$200+GST per hour for custom build units to cover for any additional delivery costs.

## Acceptance of Delivery

Please note, for all deliveries, the risk in goods passes to you the customer once you have signed for the goods.

In signing for the goods, your signature accepts that the goods have been delivered in full, as per the packing slip, and in good order. It is the customer's prerogative to have the driver wait for up to 10 minutes while you inspect the goods thoroughly and are satisfied with the delivery.

If the goods have arrived to you damaged, it is imperative that you sign the consignment note accordingly, stating your name, date, time, item/s affected, and a thorough description of the damage. You must then contact a Temperzone Representative immediately.

Under current freight providers Conditions of Agreement, claims on Temperzone freight providers must be lodged within 7 days of delivery, therefore Temperzone must be notified in writing of any claims relating to delivery and damage raised by you our customer within 7 days of delivery. This does not guarantee acceptance of your claim. After 7 days, your claim will be rejected.

Temperzone assumes that customers will provide adequate space and a safe environment for our deliveries to occur. Temperzone drivers and our external freight providers reserve the right to stop delivery in situations where safety of people or property has the potential to be compromised, and seek instruction from Temperzone.

## What you can expect from Temperzone Drivers

Specifically for Temperzone trucks operating in the Auckland metropolitan area, our drivers are expected to:

- a. Carry a copy of our freight and delivery policy in the truck at all times
- b. Communicate with you in a professional manner
- c. Demonstrate a reasonable degree of initiative and customer service, without compromising the safety of themselves, you our customer, or any property.
- d. Ring your Temperzone representative or our Warehouse Manager and allow you to do the same should circumstances require.

Our external freight and delivery partners have similar policies, and you have the right to see these as circumstances require.