

# Terms of Sale (Goods and Services)

## Definitions:

**Pristine Pools and Spas Pty Ltd** means Pristine Pools and Spas Pty Ltd ABN 56 614 750 711.

**Buyer** means the person with whom Pristine Pools and Spas Pty Ltd has entered into a contract for the supply of any Goods and/or Services pursuant to these Terms of Sale.

**Goods** means pool and spa equipment and services and all other goods or other property which, in each case, are supplied by Pristine Pools and Spas Pty Ltd to the Buyer.

**Services** means services requested by the Buyer in relation to existing equipment and start-up, service, maintenance and/or repair works in respect of the Goods supplied by Pristine Pools and Spas Pty Ltd to the Buyer.

**Start-Up** means the commissioning of the Goods pursuant to the contract.

**GST** has the meaning given by the *A New Tax System (Goods and Services Tax) Act 1999* (Cth), or, if that Act does not exist means any Act imposing or relating to the imposition or administration of a goods and services tax in Australia and any regulation made under that Act.

## 1. Quotations and Orders

- 1.1 No quotation given by Pristine Pools and Spas Pty Ltd to the Buyer shall constitute an offer. Any order from the Buyer to Pristine Pools and Spas Pty Ltd for the supply of Goods or Services shall not be binding upon Pristine Pools and Spas Pty Ltd until accepted by Pristine Pools and Spas Pty Ltd.
- 1.2 Prices given in any quotation by Pristine Pools and Spas Pty Ltd are applicable to that quotation only and will not apply in any other instance.
- 1.3 Quotations are valid for a period of thirty (30) days from date of issue by Pristine Pools and Spas Pty Ltd or otherwise specified in the quotation.
- 1.4 When ordering, a written order is to be submitted by the Buyer to Pristine Pools and Spas Pty Ltd quoting an order number, full description of the Goods or Services to be purchased and the delivery time and address. Reference to Pristine Pools and Spas Pty Ltd's quotation number to the Buyer should also be made (where applicable).
- 1.5 These Terms of Sale apply to the Buyer and to Pristine Pools and Spas Pty Ltd in respect of Goods and/or Services ordered by the Buyer and any terms and conditions set out in the Buyer's order deviating from or inconsistent with these Terms of Sale will not bind Pristine Pools and Spas Pty Ltd notwithstanding any statement by the Buyer in its order that its terms and conditions shall prevail over these Terms of Sale. A contract shall only be or be deemed to have been entered into between Pristine

Pools and Spas Pty Ltd and the Buyer for the supply of the Goods when the Buyer's order has been accepted by Pristine Pools and Spas Pty Ltd in writing.

## 2. Modifications

If Pristine Pools and Spas Pty Ltd is asked to carry out additions or modifications to the Goods and/or perform additional Services or more frequent Services than those set out in Pristine Pools and Spas Pty Ltd quotation, these will be deemed a variation and the quotation will be adjusted accordingly. Any variation will take into consideration the nature and extent of such additions or modifications and the cost Pristine Pools and Spas Pty Ltd incurs in performing these, but (subject to this) all other conditions of the quotation and these Terms of Sale will continue to apply.

## 3. Auxiliary Components

When auxiliary components are included in the quotation and not expressly named, Pristine Pools and Spas Pty Ltd reserves the right to supply from the source considered most suitable. If, after quotation, components of a particular make are requested by the Buyer, the price will be adjusted by the difference between the cost to Pristine Pools and Spas Pty Ltd of those components and that allowed by Pristine Pools and Spas Pty Ltd in the quotation. The date of delivery will be adjusted by the period of delay, if any, in availability of such components.

## 4. Terms of Payment

- 4.1 Property and ownership in the Goods will not pass to the Buyer but will remain in Pristine Pools and Spas Pty Ltd until payment in full of the purchase price of the Goods and services and all other amounts owing to Pristine Pools and Spas Pty Ltd by the Buyer. The Goods are to be clearly identified by the Buyer as remaining the property of Pristine Pools and Spas Pty Ltd until they are paid for in full.
- 4.2 The Buyer may sell or deal in the ordinary course of business with the Goods and with the interest of Pristine Pools and Spas Pty Ltd in the Goods and may for the purpose of such sale or dealing part with possession thereof but the proceeds of any sale or dealing will be held by the Buyer on trust for Pristine Pools and Spas Pty Ltd. The Buyer hereby agrees to accept this appointment as bailee and fiduciary.
- 4.3 Notwithstanding the above, Pristine Pools and Spas Pty Ltd reserves the following rights in relation to the Goods until all amounts owed by the Buyer to Pristine Pools and Spas Pty Ltd are fully paid:
  - (a) legal and equitable ownership of the Goods.
  - (b) to enter the Buyer's premises (or the premises of any associated company or agent where the Goods are located) without liability for trespass or any resulting damage and retake possession of the Goods; and

- (c) to keep or resell any of the Goods repossessed pursuant to (b) above.
- 4.4 The Buyer must so long as Pristine Pools and Spas Pty Ltd is entitled to the property in the Goods, store the Goods so that they are clearly identifiable as the property of Pristine Pools and Spas Pty Ltd.
- 4.5 In the event that the Goods are resold, or goods manufactured using the Goods are sold, by the Buyer, the Buyer holds on trust such part of the proceeds of any such sale as represents the invoice price of the Goods sold or used in the manufacture of the Goods sold in a separate identifiable account as the beneficial property of Pristine Pools and Spas Pty Ltd and must pay such amount to Pristine Pools and Spas Pty Ltd upon request. Notwithstanding the provisions above Pristine Pools and Spas Pty Ltd is entitled to maintain an action against the Buyer for the purchase price of the Goods and/or Services.
- 4.6 Where the Buyer incorporates the Goods in or with any other product before property has passed to the Buyer, the new product shall be separately stored or marked in a manner which makes such new product readily identifiable as the Goods of the Pristine Pools and Spas Pty Ltd.
- 4.7 If payment for the Goods is not made by the Buyer by the due date specified by Pristine Pools and Spas Pty Ltd to the Buyer then the Buyer shall return the Goods to Pristine Pools and Spas Pty Ltd upon demand. If the Buyer does not return the Goods to Pristine Pools and Spas Pty Ltd within 48 hours of receipt of the demand, Pristine Pools and Spas Pty Ltd shall be entitled to enter upon the Buyer's premises at any time to do all things necessary to recover the Goods. The Buyer shall be liable for all costs associated with the exercise by Pristine Pools and Spas Pty Ltd of its rights under this clause, which shall be repayable upon demand.
- 4.8 If payment is not received by the due date, interest may be charged at the rate prescribed by the Supreme Court of the Northern Territory on the sum outstanding for the period from the due date until the date payment is received. If at any time moneys are overdue and owing upon any invoice, then outstanding the whole of the amount of all invoices then outstanding becomes immediately due and payable.
- 4.9 The Buyer shall be liable for all costs of whatsoever nature of and associated with the exercise of Pristine Pools and Spas Pty Ltd rights under this clause, which costs shall be payable on demand.
- 4.10 Should the Buyer sell the Goods to any sub-purchaser the Buyer must obtain a specific acknowledgement from the sub-purchaser that property and ownership in the Goods will not pass to the sub-purchaser but will remain with Pristine Pools and Spas Pty Ltd until payment in full of the purchase price of the Goods by the sub-purchaser to the Buyer.
- 4.11 Risk in the Goods passed to the Buyer at the time of delivery and the Buyer shall keep the Goods insured

#### 4.12 Standard Payment Terms

Unless otherwise agreed in writing, the Buyer shall make full payment within seven (7) days from the invoice date.

#### 4.13 Overdue Accounts

Where payment has not been received within seven (7) days of the due date, Pristine Pools and Spas Pty Ltd reserves the right to apply:

- (a) A flat administration fee of \$85.00 (excluding GST);  
(b) Interest on the outstanding balance at the rate of 1.5% per month (18% per annum), calculated daily and compounded monthly, from the due date until payment is received in full.

#### 4.14 Anticipated Payment Delays

If the Buyer anticipates a delay in payment, they must notify Pristine Pools and Spas Pty Ltd immediately to discuss payment arrangements. Acceptance of deferred payment terms is entirely at the discretion of Pristine Pools and Spas Pty Ltd and must be agreed in writing.

#### 4.15 Invoice Terms and Online Availability

The Buyer acknowledges that Pristine Pools and Spas Pty Ltd invoices may include specific instructions regarding payment terms, bank details, remittance advice, and referencing. These instructions form part of the binding payment conditions. A copy of the full Terms of Sale is available upon request and may be accessed at <https://www.pristinepoolsandspas.com.au>.

### 5. Retention Monies

Pristine Pools and Spas Pty Ltd does not in the normal course of business agree to retention of monies owing to Pristine Pools and Spas Pty Ltd. However, if retentions are specified and agreed to by Pristine Pools and Spas Pty Ltd in writing, such retentions shall be in the form of a bank guarantee. Such guarantee shall be held for a period not in any event to exceed a maximum of the period of warranty provided in respect of the Goods or Services.

### 6. Buyer Delayed Delivery

Should the Buyer delay delivery of the Goods, Pristine Pools and Spas Pty Ltd reserves the right to store the Goods and to obtain payment as though the Goods had been delivered and to recover storage, insurance and handling costs incurred due to the delay. Pristine Pools and Spas Pty Ltd shall be entitled to make progress claims when components and/or Services are required ahead of scheduled delivery dates or when payment in full for the Goods and/or Services will be delayed.

### 7. Default Of the Buyer

- 7.1 Should the Buyer fail to make due payment for any Goods supplied by Pristine Pools and Spas Pty Ltd or commit a breach of any term of the sale, or being a natural person commit an act of bankruptcy, or being a corporation by act or omission enables the appointment of an administrator,

scheme manager, trustee, official manager, receiver, receiver and manager, liquidator or any other person authorised to enter into possession or assume control of any property of the Buyer pursuant to a mortgage or other security, Pristine Pools and Spas Pty Ltd may, without prejudice to any other rights it may have, do any or all of the following -

- (a) Withdraw any credit facilities which may have been extended to the Buyer and require immediate payment of all moneys owing or accrued.
- (b) Withhold any further deliveries of Goods or performance of Services required under the accepted order.
- (c) In respect of Goods already delivered, enter into the Buyer's premises to recover and resell same for its own benefit.
- (d) Suspend and/or terminate performance of any other contracts which Pristine Pools and Spas Pty Ltd has with the Buyer.

The remedies in this clause are in addition to any administrative charges, interest or recovery costs outlined in Clauses 4.13 and 4.14.

7.2 A certificate, signed by the Director, Accountant, Credit Controller or other authorised person of Pristine Pools and Spas Pty Ltd, stating the sum due and payable by the Buyer under the contract at the date mentioned in that certificate, will be prima facie evidence that the sum so stated is the sum due and payable by the Buyer to Pristine Pools and Spas Pty Ltd under the contract at the date. Without limiting clause 4.9, The cost of collection of any monies due and payable, including but not limited to all legal costs on a full indemnity basis, debt recovery agent fees, court filing costs, and any administrative fees incurred by Pristine Pools and Spas Pty Ltd, will be recoverable in full from the Buyer.

7.3 The Buyer agrees that Pristine Pools and Spas Pty Ltd is entitled to exercise a right of set off to the extent the Buyer is indebted to Pristine Pools and Spas Pty Ltd against any monies due by Pristine Pools and Spas Pty Ltd to the Buyer on this or any other account.

### 8. Cancellation Fees

Orders may not be altered or cancelled without the written consent of Pristine Pools and Spas Pty Ltd. If Pristine Pools and Spas Pty Ltd agrees to alter or cancel the order, the Buyer shall indemnify Pristine Pools and Spas Pty Ltd against any loss, damage and expense incurred by Pristine Pools and Spas Pty Ltd in relation to the cancellation or alteration of that order including the cost of return freight, return shipping to factory of origin, items purchased from third parties for inclusion in Goods and all labour and engineering costs incurred by Pristine Pools and Spas Pty Ltd in the execution or part execution of the Goods and including compensation payable to any supplier of Pristine Pools and Spas Pty Ltd and loss of profit.

### 9. Delivery

All quoted delivery or consignment dates are estimates only. Pristine Pools and Spas Pty Ltd is not obliged to meet such dates and will

not be liable to the Buyer by reason of delays caused by any reason whatsoever.

### 10. Inspection During Maintenance

If requested, the Buyer will be allowed access to Pristine Pools and Spas Pty Ltd relevant facility for the purpose of inspecting the Goods and Services being carried out under the terms of the order. Such inspection must be by prior arrangement with Pristine Pools and Spas Pty Ltd.

### 11. Product Change

Pristine Pools and Spas Pty Ltd reserves the right to make reasonable modifications in Goods of any kind without notice and to deliver revised designs or models of Goods against any order, unless the right is specifically waived by Pristine Pools and Spas Pty Ltd in writing. Prior to making modifications of a major nature which may affect the Buyer in its contractual responsibilities, such modifications will be referred to the Buyer for acceptance.

### 12. Noise and Vibration

Notwithstanding anything to the contrary contained within these Terms of Sale, Pristine Pools and Spas Pty Ltd will not accept any responsibility for noise and/or vibration including without limitation any information given by Pristine Pools and Spas Pty Ltd regarding noise and/or vibration unless such information is specifically requested by the Buyer and provided by Pristine Pools and Spas Pty Ltd in writing as part of the contract.

### 13. Access for Services and Ownership of Goods

13.1 It is the Buyer's responsibility to provide adequate access for entry and installation of Goods and/or Services covered by the contract, together with adequate access and rigging facilities for future Services. The Buyer will maintain the area in which the Goods are (or are to be) located free of extraneous materials and move any contents, fixtures, fittings or moveable partitions as required to facilitate the performance of Services by Pristine Pools and Spas Pty Ltd.

13.2 The Buyer will grant Pristine Pools and Spas Pty Ltd entry to the premises and access to the Goods at any time when required for the performance of the Services and allow Pristine Pools and Spas Pty Ltd to make use of all existing building services and maintenance facilities at the premises in the performance of the Services, and to remove any item of the Goods from the premises (if in Pristine Pools and Spas Pty Ltd opinion necessary) for the purpose of undertaking any repair or replacement thereof. The Buyer will only permit persons duly qualified to undertake service and repair work on the Goods other than in connection with its normal daily operation.

13.3 The Buyer warrants to Pristine Pools and Spas Pty Ltd that the Buyer of the Services is the beneficial owner of the Goods or has obtained from the beneficial owner consent for Pristine Pools and Spas Pty Ltd to carry out such Services and will indemnify and hold harmless Pristine Pools and Spas Pty Ltd in respect of any claim made against Pristine Pools and Spas Pty Ltd based on, or in

any way arising from, a lack of such consent. Unless otherwise stated it is the Buyer's responsibility to obtain and provide access, services, facilities, permits, approvals or licences as may be required for the performance of the Services.

### 14. Assembly

When it is necessary to dispatch the Goods in other than fully assembled condition (which facts shall be stated in the quotation), assembly and erection will be the Buyer's responsibility and at the Buyer's cost except where nominated in writing in the quotation.

### 15. Start-Up

It is the Buyer's responsibility to have the Goods installed and all auxiliary services operative in accordance with the Pristine Pools and Spas Pty Ltd checklist prior to requesting start-up (if included in the contract). If upon arrival on site the engineer finds that the Goods are not ready for start-up, any extra costs incurred, including costs of travelling and accommodation, will be payable by the Buyer. Quoted price for start-up and other site Services are based on normal working hours. Overtime, penalty rates and site allowances will be payable by the Buyer and added to the quoted price.

### 16. Progress Claims

Pristine Pools and Spas Pty Ltd reserves the right to issue partial payment invoices as materials are supplied and certain Services are completed and will issue a final invoice on delivery of the Goods and/or completion of the Services under the contract (less progress claims). Such progress claims will show material made available and/or Services provided. Payment is to be made by the Buyer in accordance with the terms of these Terms of Sale.

### 17. Freight and Insurance

All Goods are on an ex-works basis. Delivery of the Goods will occur when the Goods are placed at the disposal of the Buyer (including its nominee or agent) at Pristine Pools and Spas Pty Ltd premises or in the case of Services, are supplied to the Buyer. Where Pristine Pools and Spas Pty Ltd agrees in writing to deliver the Goods to the site nominated by the Buyer, the Buyer agrees that all charges for freight and insurance arranged by Pristine Pools and Spas Pty Ltd on behalf of the Buyer will be at Pristine Pools and Spas Pty Ltd's election, payable directly by the Buyer to the carrier and/or insurer or added to prices payable by the Buyer to Pristine Pools and Spas Pty Ltd.

### 18. Price Variation (Equipment only)

Unless stated to the contrary, goods offered will be subject to cost adjustment based on the "Pool and Spa Material Index" as published by the Australian Bureau of Statistics Catalogue 6407. The cost adjustment shall be the "percentage change" in cost calculated from the difference in Price Indices at the date of quotation and the date of delivery.

### 19. Price Variation (Site Services)

Service including installation, start-up and maintenance will be subject to cost adjustment based on the "percentage change" in

hourly rate (including fringe benefits and allowances) based on the weekly Metal Industry Award Rate for a fitter in the State or Territory where the Services are performed for the balance of the Services to be performed under the contract.

### 20. Price Variation (Taxes, Freight and Insurance)

20.1 GST or Import Duty (if any) or any other taxes or duties included in the quotation are based on the rate applicable on all the items as at the date of the quotation. All variations, whether they be due to amendments of the relevant Acts or changes in interpretations of classifications, will be payable by the Buyer and will be added to the quoted price.

20.2 Variations to rates of exchange, freight, insurance, primage and cartage on imported equipment or components, affecting the amount paid by Pristine Pools and Spas Pty Ltd for the actual Goods or components supplied will also be payable by the Buyer and will be added to the quoted price.

### 21. Goods and Service Tax

21.1 Any quotation issued by Pristine Pools and Spas Pty Ltd does not include an amount on account of GST, unless otherwise specifically stated. If any supply made under or in connection with the Agreement is subject to GST, the Buyer must pay to Pristine Pools and Spas Pty Ltd an additional amount equal to the GST payable.

21.2 The Buyer must pay the GST amount at the same time as the Buyer must pay the contract price, or if partial payment invoices are issued, at the same time as the Buyer must make the partial payment.

### 22. Warranty

22.1 Pristine Pools and Spas Pty Ltd warrants the Goods to be free of defects in workmanship and/or materials under normal use and service and will repair or replace at its option, any part of components which upon Pristine Pools and Spas Pty Ltd inspection prove to have such defects, within a period of one year from date of installation or eighteen months from date of shipment, whichever occurs first. Freight for such items will be at the cost of the Buyer, to the nearest Pristine Pools and Spas Pty Ltd repair facility. Any replacement part is covered by warranty for the unexpired portion of the warranty period covering the original Goods or for a period of ninety (90) days, whichever is the greater. Labour costs for removal and replacement of faulty components and diagnosis of faults are specifically excluded.

22.2 **Labour Warranty:** Where "Labour Warranty" is offered and is purchased separately, the cost of removal and replacement of faulty components by Pristine Pools and Spas Pty Ltd is included. If the location of the premises where the Goods are situated and/or Services are to be provided is more than 50km from Pristine Pools and Spas Pty Ltd place of business which issued the quotation, travel time and accommodation expenses will be invoiced separately to the Buyer. All labour rates quoted are based on Pristine Pools and Spas Pty Ltd standard labour rates

applicable at the date of the quotation for work between 8.00am and 4.30pm, on business days and do not include any site allowances or special conditions.

22.3 **Service Warranty:** Unless otherwise noted, warranty for labour service is thirty (30) days from the date of service. Warranty on parts is ninety (90) days.

22.4 Where the Goods are manufactured by a third party or the Goods include products manufactured by a third party, any warranty which may be given by Pristine Pools and Spas Pty Ltd only applies to the extent Pristine Pools and Spas Pty Ltd receives the benefit of that third-party manufacturer's warranty, except otherwise agreed in writing by Pristine Pools and Spas Pty Ltd.

## 23. Limitation of Liability

23.1 The Buyer acknowledges and agrees that Pristine Pools and Spas Pty Ltd has no liability in contract, tort (including negligence or breach of statutory duty), by statute or otherwise for loss or damage (whether direct or indirect) of profits, opportunity, revenue, goodwill, bargain, production, contracts, business or anticipated savings, corruption or destruction of data or for any indirect, special or consequential loss or damage whatsoever.

23.2 Notwithstanding any other provision to the contrary, Pristine Pools and Spas Pty Ltd will not be responsible or liable for any breach of warranty or claim where such breach or claim arises as a result of:

- a) damage after delivery, incorrect installation or incorrect operational procedures caused or contributed by the Buyer or a third party.
- b) refrigerant lost during shipment or during any warranty period; or
- c) mechanical or electrical overload, abrasion, erosion, corrosion, chemicals, energy supply, foreign materials, deterioration due to extremes of environment, normal wear and tear or any other event or cause beyond the control of Pristine Pools and Spas Pty Ltd.

23.3 This clause 23 does not exclude or modify any condition or warranty implied into the contract or these Terms of Sale by any law (including the Australian Consumer Law (*Trade Practices Act, 1974*)) where to do so would contravene that law or cause any part of this clause to be void.

23.4 To the maximum extent permitted by law, Pristine Pools and Spas Pty Ltd excludes all conditions and warranties implied into these Terms of Sale and limits its liability for breach of any non-excludable condition and warranty, at Pristine Pools and Spas Pty Ltd option, to:

- (a) in respect of Goods:
  - (i) repairing the relevant Goods.
  - (ii) paying the cost of having the relevant Goods repaired.
  - (iii) resupplying the relevant Goods or equivalent Goods; or
  - (iv) paying the cost of having the relevant Goods or equivalent Goods resupplied.

(b) in respect of Services:

- (i) resupplying the relevant Services; or
- (ii) paying for the cost of having the relevant Services resupplied.

23.5 Pristine Pools and Spas Pty Ltd total liability under any contract and these Terms of Sale shall not exceed the total dollar amount of the Goods and/or Services purchased by the Buyer under the contract.

23.6 The parties agree that if any limitation or exclusion of liability under these Terms of Sale is held to be invalid under any applicable statute or rule of law, it will to that extent be omitted.

## 24. Laws to Apply

The laws of the State or Territory of Australia where Pristine Pools and Spas Pty Ltd written acceptance of the order is issued shall apply to the interpretation of these Terms of Sale and any matters arising therefrom.

## 25. Entire Agreement

25.1 The agreement between Pristine Pools and Spas Pty Ltd and the Buyer shall be constituted in its entirety by these Terms of Sale together with the Pristine Pools and Spas Pty Ltd quotation and any credit approval and/or guarantee required to be provided by the Buyer to Pristine Pools and Spas Pty Ltd ("the contract").

25.2 All previous negotiations, understandings, representations, warranties, memoranda or commitments in relation to, or in any way affecting, the subject matter of the contract is merged in and superseded by the contract and shall be of no force or effect whatever and neither party shall be liable to the other party in respect of those matters.

25.3 Where there is more than one Buyer then the liability of each shall be joint and several.

25.4 The contract shall be binding on the heirs, successors and assigns of the parties.

25.5 No variation, waiver or cancellation of the contract will be effective unless such variation, waiver or cancellation is expressly accepted and is in writing.

## 26. Form of Notice

Any notice, consent or other communication ("Notice") required or permitted by these Terms of Sale shall be in writing and shall be deemed sufficiently served if delivered by hand or sent by facsimile or certified mail, postage prepaid or email, addressed to the party who it is to be given at its then principal place of business or registered office.

## 27. Credit Policy

Pristine Pools and Spas Pty Ltd may at its discretion, as a condition of acceptance of such order for sale, service or repair works require the Buyer to:

- a) Provide personal guarantees as to payment; and/or

- b) Enter into an assignment of progress payments due to the Buyer.

### 28. Service

Unless later time is specified in it a Notice takes effect from the time it is actually received or taken to be received:

- (a) In the case of a letter, on the third business day after posting.
- (b) In the case of a facsimile.
- (i) if transmitted before 5.00pm on a business day, on that business day.
- (ii) if transmitted after 5.00pm on a business day, on the next following business day.
- (iii) if transmitted on a day not being a business day, on the next day being a business day
- provided that, in any instance, the sender can produce a transmission report by the machine from which the facsimile was sent which indicated the time and date of transmission and that the facsimile was sent in its entirety to the facsimile of the recipient.
- (c) In the case of an email, at the time when the email leaves the relevant generating, sending, receiving, storing or otherwise processing electronic communications used by Pristine Pools and Spas Pty Ltd from time to time.

### 29. Validity

If a clause or part of a clause can be read in a way that makes it illegal, unenforceable or invalid, but can also be read in a way that makes it legal, enforceable and valid, it must be read in the latter way. If any clause or part of a clause is illegal, unenforceable or invalid, that clause or part is to be treated as removed from these terms, but the rest of these Terms of Sale is not affected.

### Continuing Engagement, Payment Acknowledgment & Dispute Resolution

#### 30. Continuing Engagement and Acknowledgment of Charges

30.1 Where Pristine Pools and Spas Pty Ltd continues to perform Goods and/or Services for a Buyer after the expiry or termination of a formal agreement or in the absence of a written contract, and the Buyer continues to issue work orders, service requests, or otherwise engages Pristine Pools and Spas Pty Ltd to perform such Goods and/or Services, the Buyer acknowledges that:

- (a) These Terms of Sale shall apply in full to all such Goods and/or Services supplied;
- (b) The performance of any Services and/or delivery of Goods in response to the Buyer's request constitutes a binding contract between the parties on the basis of these Terms of Sale; and
- (c) Any payment made by the Buyer in respect of any invoice rendered by Pristine Pools and Spas Pty Ltd constitutes conclusive acknowledgment by the Buyer that the Goods and/or Services were duly requested, delivered and/or performed, and accepted.
- (d) The Buyer acknowledges that in the absence of a formal agreement, rates charged by Pristine Pools and Spas Pty Ltd may vary over time and are deemed accepted upon payment of the corresponding invoice.

30.2 In the event the Buyer disputes any charge, invoice or the adequacy of Goods and/or Services provided, the Buyer must notify Pristine Pools and Spas Pty Ltd in writing within **seven (7) days** of the date of the relevant invoice, clearly identifying the disputed.

item(s) and the reason(s) for the dispute. Failing such notification, the invoice shall be deemed accepted and undisputed.

30.3 To the extent permitted by law, the Buyer indemnifies and holds harmless Pristine Pools and Spas Pty Ltd from any and all claims, losses, liabilities, or expenses arising from the continued provision of Goods and/or Services in the absence of a written agreement, where such Goods and/or Services were requested, invoiced, and paid for by the Buyer.

#### 30.4 Indemnity for Third-Party Claims

The Buyer agrees to indemnify and hold harmless Pristine Pools and Spas Pty Ltd, its directors, employees, agents and subcontractors from and against any and all claims, demands, actions, liabilities, damages, costs and expenses (including legal fees on a full indemnity basis) arising from or in connection with:

(a) Any use, misuse, or modification of the Goods or Services by the Buyer or any third party;

(b) Any act or omission of the Buyer that causes or contributes to any loss or damage;

(c) Any breach by the Buyer of these Terms of Sale or any applicable law.

#### 30.5 Indemnity for Access and Site Conditions

The Buyer shall be solely responsible for ensuring that safe and adequate access is provided for the performance of the Services and the delivery of Goods. The Buyer agrees to indemnify Pristine Pools and Spas Pty Ltd for any injury, loss or damage suffered by Pristine Pools and Spas Pty Ltd personnel, property or subcontractors due to unsafe site conditions, access obstructions, or hazards not disclosed by the Buyer.

#### 30.6 Indemnity for Delayed Payment or Non-Compliance

The Buyer indemnifies Pristine Pools and Spas Pty Ltd against any direct or indirect losses, costs or damages incurred as a result of:

(a) Delayed or non-payment of invoices;

(b) Unlawful refusal to permit entry to recover Goods;

(c) The Buyer's failure to comply with these Terms of Sale, including storage, maintenance, and operational requirements of Goods supplied.

#### 30.7 Binding Nature of Verbal and Email Requests

The Buyer acknowledges that instructions or authorisations to proceed with Goods or Services, whether provided verbally, via email, or by submission of purchase/work orders, are binding, and the Buyer agrees to indemnify Pristine Pools and Spas Pty Ltd for any resulting loss or claim where such instructions have been acted upon in good faith.

#### 30.8 Finality of Payment and Waiver of Dispute

Once payment has been made by the Buyer in respect of any invoice issued by Pristine Pools and Spas Pty Ltd, the Buyer irrevocably acknowledges and agrees that:

(a) The rates and charges applied by Pristine Pools and Spas Pty

Ltd were fair, reasonable, and accepted in consideration of the work requested and completed;

(b) The Buyer waives any right to subsequently dispute the invoice, the scope of works completed, the labour or materials charged, or the applicable schedule of rates in effect at the time the works were carried out;

(c) Payment constitutes a binding acknowledgment that the Goods and/or Services were properly rendered in accordance with the Buyer's instructions;

(d) The Buyer releases and indemnifies Pristine Pools and Spas Pty Ltd from all liability, claims, or disputes arising out of or in connection with the amount charged or the rates applied in such paid invoices.

This clause shall apply notwithstanding the absence of a formal contract or schedule of rates at the time of performance.

### **31. General Provisions**

31.1 These Terms of Sale constitute the entire agreement between Pristine Pools and Spas Pty Ltd and the Buyer in relation to the supply of Goods and/or Services and supersede all prior discussions, negotiations, representations, or agreements.

31.2 If any provision of these Terms of Sale is held to be invalid, illegal or unenforceable in any respect, that provision will be severed, and the remainder shall remain in full force and effect.

31.3 The failure by Pristine Pools and Spas Pty Ltd to enforce any term or exercise any right under these Terms of Sale shall not operate as a waiver of such term or right.

31.4 These Terms of Sale are governed by the laws of the Northern Territory of Australia. The parties submit to the exclusive jurisdiction of the courts of that jurisdiction.

31.5 A copy of these Terms of Sale is available on request and may be accessed online at <https://www.pristinepoolsandspas.com.au>. The Buyer acknowledges they have had a reasonable opportunity to review these Terms prior to engagement.

### **32 – Force Majeure:**

Neither party shall be liable for any delay or failure to perform its obligations under this agreement if such delay or failure is due to a cause beyond its reasonable control, including without limitation, natural disasters, industrial disputes, supply shortages, acts of war, terrorism, pandemic or government restrictions.