

GENERAL TERMS (02-2024)

1. Agreement

- 1.1 TLJ Switchgear Limited (TLJ Switchgear) quotations are not to be construed as an offer or obligation to sell and TLJ Switchgear reserves the right to accept or reject any orders received.
- 1.2 Where TLJ Switchgear agrees to supply the products (Products) and services (Services) as ordered by you, the customer (Customer) and the Customer agrees to purchase the Products and Services on the:
 - (a) terms set out in the quote supplied to the Customer (Quote) (if any);
 - (b) terms set out in the written correspondence between TLJ Switchgear and the Customer; and
 - (c) these General Terms. (Terms)

2. Delivery

- 2.1 TLJ Switchgear will deliver the Products and supply the Services to the Customer at the address provided by the Customer (Delivery Address).
- 2.2 Delivery dates set out in the Quote are subject to confirmation when placing the order.
- 2.3 Delivery and transport insurance can be arranged at the Customer's instructions and cost.
- 2.4 If the Customer is unable to accept delivery of the Products, suitable storage can be arranged at the Customer's cost.

3. Price

- 3.1 The price for the Products and Services will be the price set out in the Quote or as otherwise agreed by the parties (Price).
- 3.2 Unless stated otherwise in the Quote, the Price includes packing in accordance with TLJ Switchgear's standard practice. Any other packing requested by the Customer or deemed necessary by TLJ Switchgear will be charged for in addition to the Price.
- 3.3 All Prices are in New Zealand dollars and exclude GST.

4. Information and Drawings

- 4.1 The Customer acknowledges that all drawings, descriptive matter, weights, dimensions and shipping specifications submitted to the Customer and the description and illustrations contained in catalogues, price lists and other advertising matter are approximate only and are intended merely to present a general idea of the Products and Services.
- 4.2 Every reasonable precaution will be taken by TLJ Switchgear to ensure accuracy of the weights and dimensions shown on the despatch notes of shipping documents.
- 4.3 Drawings are provided in PDF format unless otherwise agreed.

5. Testing and Performance

- 5.1 TLJ Switchgear will carry out any routine tests on the Products as required by any government or regulatory authorities.
- 5.2 Any additional tests required by TLJ Switchgear shall be at the purchaser's expense unless otherwise stated in the Quote.

6. Faulty Products

- 6.1 Subject to clause 6.2, TLJ Switchgear will replace or repair free of charge faulty products provided that such faults are notified to TLJ Switchgear in writing within 12 months from delivery to the Customer.
 - 6.2 TLJ Switchgear will not replace a faulty product that are faulty as a result from:
 - (a) fair wear and tear;
 - (b) incorrect or negligent use of the Product;
 - (c) unsuitable protection of the Product;
 - (d) unauthorised installation, alteration or repairs carried out by the Customer or another third party; or
 - (e) the Customer's refusal to grant TLJ Switchgear access to inspect or carry out repairs as necessary on the Product(s) at a reasonable time or under suitable conditions.
 - 6.3 Where the Products and/or Services are provided for business purposes, the parties acknowledge that the provisions of the Consumer Guarantees Act 1993 do not apply.
- ### 7. Liability
- 7.1 To the extent permitted by law, the maximum aggregate liability of TLJ Switchgear to the Customer connection with these Terms,

whether in contract, tort (including negligence), under statute or otherwise at law is the Price paid by the Customer to TLJ Switchgear for the Products and Services. Nothing in these Terms limits or reduces TLJ Switchgear's liability:

- (a) in respect of liability which cannot be limited at law;
- (b) in respect of penalties applicable under any act of parliament, regulation, consent or licence;
- (c) in the case of fraud, criminal conduct, wilful misconduct, wilful default or gross negligence; or
- (d) which arises in connection with TLJ Switchgear's repudiation or abandonment of its obligations under these Terms.

- 7.2 TLJ Switchgear's liability does not extend to consequential damages including any damages that result from delayed delivery of any Products or Services.

8. Installation

- 8.1 Unless otherwise agreed TLJ Switchgear is not responsible for the erection, installation, or commissioning of any Products.

9. Customer's Obligation

- 9.1 The Customer shall:
 - (a) provide TLJ Switchgear access to the Delivery Address in order for TLJ Switchgear to deliver the Products and perform the Services;
 - (b) comply with TLJ Switchgear's reasonable instructions in relation to the use of the Product(s); and
 - (a) comply with TLJ Switchgear's health and safety requirements.

10. Terms of Payment

- 10.1 The Customer shall pay all invoices by the 20th of the month following date of invoice or claim for progress payments (as is applicable).
- 10.2 TLJ Switchgear reserves the right to submit claims for progress payments against any Services provided and the value of Products delivered during the course of providing the Services.
- 10.3 'Paid if Paid' conditions (being any conditions where payment is subject to the Customer being paid by a third party) are not accepted under any circumstances.
- 10.4 If any amount payable under these Terms is overdue by 30 days or more, TLJ Switchgear may charge interest at such rate as shall be charged by TLJ Switchgear's bankers for overdraft accommodation and calculated from the date the invoice is overdue to the actual date of full and final payment.
- 10.5 TLJ Switchgear may suspend its obligations under these Terms until the Customer has made all required payments in full.

11. Retention of Title

- 11.1 The Customer acknowledges that clause 13.2 creates a security interest (Security Interest) (as that term is defined in the Personal Property Securities Act 1999 (PPSA)) in the Products. The Customer will, at TLJ Switchgear's request, promptly execute any documents, provide all necessary information, and do anything else required by TLJ Switchgear to ensure that the Security Interest constitutes a Perfected Security Interest (as that term is defined in the PPSA). The Customer waives its rights to receive a copy of any Verification Statement (as that term is defined in the PPSA).
- 11.2 TLJ Switchgear may at any time take possession of the Products that have not been paid for in full. The Customer irrevocably authorises TLJ Switchgear to enter any property where the Products are kept or might be kept for the purposes of exercising TLJ Switchgear's rights under this clause 11.

12. Returns

- 12.1 All sales are final, and no Products can be returned for credit without the prior consent of TLJ Switchgear.
- 12.2 Any Products indented by TLJ Switchgear because of instructions received from the Purchaser may not be returned.
- 12.3 No Products will be accepted back that have had electric power applied to them.
- 12.4 Where Products are accepted to be returned by TLJ Switchgear, the Products must be returned at the expense of the Customer, in good order and condition, unused and in the original packaging.

13. Title and Risk

13.1 Risk passes to the Customer on such date the Products are delivered to the Customer.

13.2 Title to the Products does not pass from TLJ Switchgear to the Customer until payment has been made in full.

14. Intellectual Property

14.1 In this clause, 14, Intellectual Property means all statutory, common law and proprietary intellectual property rights, including patents, layout designs, rights in confidential information, copyright works, designs, inventions, trademarks and other rights as defined by Article 2 of the World Intellectual Property Organisation Convention of July 1967, whether registered or unregistered, as may exist anywhere in the world at any time and applications for such rights.

14.2 The Customer warrants that any design or instruction given to TLJ Switchgear shall not cause TLJ Switchgear to infringe the Intellectual Property rights of any third party.

14.3 Each party shall continue to own all Intellectual Property which is owned by or licensed to that party at the date the parties begin to be bound by the Terms or is developed or acquired by that party after that date but outside of the performance of these Terms.

14.4 All Intellectual Property arising either directly or indirectly from the performance of the Services shall immediately and directly vest in TLJ Switchgear.

15. Dispute Resolution

15.1 If a difference in opinion shall arise between the Customer and TLJ Switchgear in relation to the Terms, the parties will attempt to settle the amicably within an agreed timeframe.

15.2 If the dispute or difference is not resolved to the mutual satisfaction of both parties then either party may provide a written notice requiring the dispute to be referred for mediation.

16. Force Majeure

16.1 Neither party will be liable for any delay or failure to perform any of its obligations (excluding any payment obligation) that is caused or contributed to by any event beyond its reasonable control (including but not limited to an act of nature, environmental occurrence, biological occurrence, genetic variation, fire, discontinuity in power supply, court order, riot, war, strike, or labour disturbance) provided that party:

- (a) could not have avoided or overcome the event by exercising a standard of reasonable care at a reasonable cost;
- (b) notifies the other party in writing of the event on becoming aware of it; and
- (c) uses its best endeavours to mitigate the effects of the event and to perform its obligations not affected by the event.

16.2 If the event materially affects a party's ability to meet its obligations under these Terms for more than 90 days, the other party may terminate these Terms by notice in writing.

17. Increase in Prices

17.1 The parties agree that TLJ Switchgear may vary the Price where there is an increase in costs incurred by TLJ Switchgear due to:

- (a) any Act of Parliament, Order in Council or to any order regulation or by-law made with statutory authority by government departments or by local body or other authorities, introduced since the date the Price is agreed which increases TLJ Switchgear's costs;
- (b) a variation in rates of exchange, custom or other duties, insurance or freight charges.
- (c) A rise in the cost or availability of materials, labour or transport; or
- (d) delays in the supply of documentation or approvals within an agreed time frame.

17.2 Any increase the Price under clause 17.1 shall be notified to the Customer and where such a variation will cause detriment to the Customer, the Customer will be given the option to terminate these Terms within 3 working days of being notified of the price change. Where the Customer does not respond to the

price variation notification, such price variation will be deemed to be accepted by the Customer.

17.3 Subject to clause 17.1, the Prices shall be fixed and firm for the duration of the delivery period.

18. Termination

18.1 Either party may terminate these Terms by written notice if the other party:

- (a) does not fulfil any of its obligations under the Terms and the breach is not remedied 14 days after notice requiring it to be remedied (or the breach cannot be remedied); or
- (b) commits an act of bankruptcy, is placed in liquidation, receivership, voluntary administration or statutory management, is insolvent or ceases to carry on a substantial part of its business or makes any composition or arrangement with its creditors.

18.2 TLJ Switchgear may revoke a Quote and terminate these Terms with immediate effect any time prior to the Customer accepting the Quote.

18.3 In the event of termination TLJ Switchgear shall remain entitled to payment for any Services or Products Provide up to an including the date of termination.

18.4 TLJ Switchgear may terminate these Terms where the Customer has failed or refused to take delivery of the Products and such failure or refusal continues for a period of 14 days after TLJ Switchgear advises the Customer that the Products are ready for delivery.

19. Variations

19.1 Subject to clause 19.2, and 17.1, no variation or amendment to the Terms is effective unless agreed to by both the parties.

19.2 Where an instruction is not given or identified as a variation and TLJ Switchgear considers that the work involves a variation, TLJ Switchgear will provide a written notice to the Customer of the variation. The Customer has 14 days to reject the variation otherwise the variation will be deemed to have been accepted by the Customer.

19.3 The Customer shall grant TLJ Switchgear an extension of time that reasonably reflects the net effect of any variation.

20. General

20.1 Inconsistency: If there is a conflict or inconsistency between the terms set out in a Quote, the terms set out in the correspondence between TLJ Switchgear and the Customer and these General Terms, the priority of the terms shall be as listed at the beginning of the General Terms, with each set of terms prevailing over the terms lower in the list.

20.2 Governing law: The Terms are governed by New Zealand laws and the parties submit to the non-exclusive jurisdiction of the New Zealand courts.

20.3 Survival: The intellectual property and limitation of liability obligations in these Terms, and any other obligations which by their nature are to continue beyond the expiry or termination of these Terms, survive beyond the expiry or termination of these Terms.

20.4 Assignment: Neither party may transfer or assign any of its liabilities or rights under these Terms to any other person without the other party's prior written consent.

20.5 Partial invalidity: If any provision of these Terms is or becomes invalid or unenforceable, that provision will be deemed deleted from the Terms and such invalidity or unenforceability will not affect the other provisions of these Terms, all of which will remain in full force and effect to the extent permitted by law, subject to any modifications made necessary by the deletion of the invalid or unenforceable provisions.

20.6 No waiver: No failure or delay by a party in insisting on the strict performance of these Terms or to exercise any right under this Terms will operate as a waiver of those matters. A waiver will not be effective unless it is in writing. A waiver of any breach will not be a waiver of any other breach.