



TERMS AND CONDITIONS OF TRADE

1. INTERPRETATION

1.1 **Definitions.** In these Conditions, the following definitions apply:

"Authority to Proceed" means an authority to proceed, signed on behalf of Carehaven Funeral and Mortuary Technologies (referred to from this point forth as Carehaven in this document), to which are attached the Conditions, any quotation for supply or the manufacture and supply of the Goods and any Specification.

"Business Day" means a day (other than a Saturday, Sunday or public holiday) when banks are open for business.

"Conditions" means the terms and conditions set out in this document.

"Contract" means the contract between Carehaven and Customer for the sale and purchase of the Goods.

"Customer" means the person or firm who purchases the Goods from Carehaven.

"Force Majeure Event" means has the meaning given in clause 14.

"Goods" means the goods (or any part of them) set out in the Order.

"Items" means goods not manufactured by Carehaven

"Normal Hours" means 8am to 4.30pm Monday to Thursday and 7am to 1pm Friday excluding statutory or award public holidays.

"Order" means any order for goods comprised by a signed Authority to Proceed or an accompanying Purchase Order

"Price" means the price payable for the Goods, details of which are set out in an Authority to proceed or an accompanying Purchase Order

"Purchase Order" means any purchase order raised by Customer in respect of the Goods

"Specification" means any specification for the Goods, including any related plans and drawings.

"Carehaven" means Carehaven Funeral and Mortuary Technologies a division of Carehaven Technologies PTY LTD.

2. BASIS OF CONTRACT

2.1 The Authority to Proceed constitutes an offer by Carehaven to supply or manufacture and / or install and/or service the Goods in accordance with a Specification. Customer is responsible for

ensuring that the terms of the Authority to Proceed and any attached Specification are complete and accurate.

2.2 Any Specification attached to an Authority to Proceed must have been approved and signed by both parties.

2.3 Carehaven make no representations that they are a builder or that they are suitably trained to offer building advice. The buyer is responsible for seeking advice relating to building specifications for the lifting loads, benching, access and all related building and engineering codes and legislation.

2.4 The Authority to Proceed will only be deemed to be accepted when Carehaven receives a copy of the Authority to Proceed signed by Customer (which may or may not be accompanied by a Purchase Order) and the deposit payment received into the Carehaven nominated Bank account. At that point the Contract is formed. The Contract is constituted by the fully executed Authority to Proceed and any documents attached to it including these Conditions.

2.5 The Contract constitutes the entire agreement between the parties. Customer acknowledges that it has not relied on any statement, promise, representation, assurance, or warranty made or given by or on behalf of Carehaven which is not set out in the Contract.

2.6 These Conditions apply to the Contract to the exclusion of any other terms that Customer seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing. For the avoidance of doubt, pre-printed terms and conditions on any Purchase Order from Customer will not apply to the Contract.

2.7 Any representation, warranty, condition, promise, undertaking or other provision not expressly set out in these Conditions is excluded and of no force or effect, unless the law requires that it must not be excluded or other terms are agreed in writing by Carehaven and its customer. The balance of these terms and conditions will remain valid where not covered by any newly accepted agreement.

2.8 Any samples, drawings, descriptive matter, or advertising produced by Carehaven and any illustrations contained in Carehaven brochures are produced for the sole purpose of giving an approximate idea of the Goods described in them. They will not form part of the Contract or have any contractual force.

2.9 An initial quotation or proposal for the Goods given by Carehaven does not constitute an offer.

3. GOODS

3.1 The Goods are described in the Specification. To the extent that the Goods are to be manufactured in accordance with a Specification supplied by Customer, Customer must indemnify Carehaven against all liabilities, costs, expenses, damages and losses (but not including any direct, indirect or consequential losses, loss of profit or loss of reputation) suffered or incurred by Carehaven in connection with any claim made against Carehaven for actual or alleged infringement of a third party's intellectual property rights arising out of or in connection with Carehaven's use of the Specification. This clause 3.2 will survive termination of the Contract.

3.2 Carehaven reserves the right to amend the Specification if required by any applicable statutory or regulatory requirements.

4. PRICE AND PAYMENT

4.1

(a) Carehaven may by notice to Customer prior to delivery increase the Price to reflect any increase in the cost of the Goods to Carehaven beyond reasonable control, including changes to the Goods or Services requested by Customer, delays caused by Customer, foreign exchange fluctuations, inflation, taxes, duties, the cost of freight, labour, materials or manufacturing costs.

(b) Customer will have 3 business days from this notice to cancel the Order by notice to Carehaven, upon receipt of which, Carehaven must invoice Customer for and Customer must pay Carehaven a pro-rata portion of the Price representing work done to the date of cancellation.

(c) If Customer fails to cancel the Order, Customer must accept the Price increase.

4.2 Carehaven may, by giving notice to Customer at any time up to 3 Business Days before delivery, increase the price of the Goods to reflect any increase in the cost of the Goods that is due to:

(a) any factor beyond Carehavens control (including foreign exchange fluctuations, inflation, increases in taxes and duties, and increases in labour, materials and other manufacturing costs);

(b) any request by Customer to change the delivery date(s), quantities or types of Goods ordered, or the Specification; or

(c) any delay caused by any instructions of Customer or failure of Customer to give Carehaven adequate or accurate information or instructions.

4.3 The price of the Goods is exclusive of the costs and charges of packaging, insurance and transport of the Goods, which must be invoiced to Customer.

4.5 Carehaven must invoice Customer for the Price in accordance with any terms set out in the Authority to Proceed. Customer must pay the invoice in full in accordance with those terms and in the manner stipulated in the Authority to Proceed. Payment must be made to the bank account nominated in writing Carehaven. Time of payment is of the essence.

4.7 Customer must pay all amounts due under the Contract in full without any set-off, counterclaim, deduction or withholding (except for any deduction or withholding required by law). Carehaven may at any time, without limiting any other rights or remedies it may have, set off any amount owing to it by Customer against any amount payable by Carehaven to Customer.

4.8 Interest on overdue amounts owed by Customer to Carehaven accrues daily from the date when payment becomes due until the date of payment at ten percent compounding per calendar month or part month.

4.9 If Customer defaults in payment of any amount when due, then in addition to any other amount payable under these Conditions, Customer must pay Carehaven upon demand all of Carehaven's costs and disbursements arising from the default including legal costs on an indemnity basis, any late fees or administrative charges of Carehaven and all of Carehaven's costs of collection.

5. DELIVERY

5.1 Carehaven must ensure that each delivery of the Goods is accompanied by the relevant paperwork.

5.3 If delivery is required, Carehaven must deliver the Goods to the location set out by the purchaser or such other location as the parties may agree ("Delivery Location") at any time after Carehaven notifies Customer that the Goods are ready. Delivery Location can mean the address of a carrier selected by Customer or that of a third party nominated by Customer.

5.4 If collection is agreed by Customer, Customer must collect the Goods from Carehaven premises or such other location as may be advised by Carehaven prior to delivery ("Collection Location") within 3 Business Days of Carehaven notifying Customer that the Goods are ready.

5.5 Delivery of the Goods will be completed on the Goods' arrival at the delivery Location or (as the case may be) on the completion of loading of the Goods at the Collection Location.

5.6 Any dates quoted for delivery are approximate only, and the time of delivery is not of the essence.

5.7 Late or failed delivery of Goods does not entitle repudiation or constitute breach and Carehaven is not liable for loss or damage for late or failed delivery of Goods.

5.8 If Customer fails to take or accept delivery of the Goods within three Business Days of Carehaven notifying Customer that the Goods are ready, then, except where such failure or delay is caused by a Force Majeure Event or Carehaven failure to comply with its obligations under the Contract:

(a) delivery of the Goods must be deemed to have been completed at 9.00 am on the third Business Day after the day on which Carehaven notified Customer that the Goods were ready and

(b) Carehaven must store the Goods until delivery takes place, and charge Customer for all related costs and expenses (including insurance).

(c) All customer goods that remain at Carehaven are left at Customer's own risk and Carehaven cannot accept responsibility for any damage, loss or theft of these goods.

5.9 If 10 Business Days after the day on which Carehaven notified Customer that the Goods were ready for delivery Customer has not taken or accepted delivery of them, Carehaven may dispose of part or all of the Goods and, after deducting reasonable storage, account to Customer for any excess over the Price or charge Customer for any shortfall below the Price.

5.10 Carehaven may deliver the Goods by instalments under an agreed delivery schedule, which must be invoiced and paid for separately. Each instalment must constitute a separate Contract. Any delay in delivery or defect in an instalment will not entitle Customer to cancel any other instalment.

6. DEFECTS AND RETURNS

6.1 Customer will be responsible for immediate examination of Goods upon arrival at their destination and will be taken to have accepted Goods received by it as being in accordance with its order unless it notifies Carehaven in writing of its claim, including invoicing shortages, within 2 days from the date of receipt of the Goods.

6.2 The Company will not accept the return of Goods that are specifically made to the Customer's specifications or ordered for special manufacture.

6.3 The Company will not accept claims for incorrect application or use of the Goods. The responsibility to verify that the Goods have or will be used in the correct application rests with the Customer.

6.4 No return of Goods that are allegedly defective or faulty will be accepted by Carehaven unless either:

(a) Customer is a Consumer in relation to those Goods and is entitled to return them because a Consumer Guarantee applies; or

(b) The Company has given prior written authorisation for the return of the Goods.

6.5 All Goods for return may be inspected by a representative of Carehaven prior to Carehaven accepting any obligation for the return of the Goods.

6.6 If Carehaven consents under paragraph 6.4(b) for the return of Goods supplied, the Customer must:

(a) Provide to Carehaven a written statement setting out the reasons for the return of the Goods;

(b) Give Carehaven details of the original invoice number and the date of delivery of the Goods;

(c) Provide to Carehaven a copy of the receipt or delivery docket relating to the Goods;

(d) Return the Goods in their original condition as at the time of their sale and/or packed in their original, undamaged containers and are in new condition including all parts and components;

(e) In Carehaven discretion, pay Carehaven a handling charge equivalent to 30% of the purchase price of the Goods or the manufacture's surcharge, which ever is the greater.

6.7 In the event of Carehaven delivering the Goods to the Customer's nominated carrier, the Customer shall be responsible for the expense of that carrier, and Carehaven shall be liable only to replace defective or faulty goods and not Goods damaged in transit.

6.8 In the event of Carehaven agreeing to accept a return of Goods, these shall be returned to Carehaven at the expense of the Customer, and Carehaven shall credit the Customer's account with an amount equal to the invoiced sum less the sum payable under clause 6.6(e).

7. RISK AND INSURANCE

7.1 Risk for Goods passes to Customer on delivery by Carehaven to the Delivery Location or are collected in accordance with clause

7.2 Customer must insure the Goods, against loss, damage, destruction and theft, and include the interest of Carehaven in the insurance policy and provide proof of the insurance to Carehaven from delivery until:

(a) Customer has paid to Carehaven all amounts owing for the Goods, Customer has met all of its other obligations to Carehaven, and payment other than in cash is honoured, cleared or acknowledged; and

(b) the Goods are discharged from any Security Interest held by Carehaven.

7.3 If Goods are damaged, destroyed or stolen before property passes to Customer or before the Goods are discharged from any Security Interest, Carehaven is entitled to receive all insurance proceeds whether or not the Price is payable, without limiting any rights or remedies under the Agreement, including the right to require payment of the balance of the Price. Production of the Agreement by Carehaven is sufficient evidence Carehaven right to receive insurance proceeds without the need for further enquiries.

8. TITLE

8.1 Property in Goods does not pass from Carehaven to Customer unless clause 9 applies, or unless and until:

(a) Customer has paid to Carehaven all amounts owing for the Goods;

- (b) Customer has met all of its other obligations to Carehaven; and
- (c) payment other than in cash is honoured, cleared or acknowledged.

8.2 Where practicable Customer must keep the Goods stored separately from any other property until Carehaven has received payment and all other obligations of Customer are met.

8.3 Until property in Goods passes to Customer:

(a) Carehaven may give notice in writing to Customer to return the Goods or any of them and the rights of Customer to obtain ownership or any other interest in the Goods will immediately cease;

(b) Carehaven may stop the Goods in transit whether or not delivery has been made;

(c) if Customer fails to return any Goods Carehaven or its agent may enter any property to retake possession;

(d) Customer is a bailee of the Goods, must hold any proceeds of sale or disposal on trust for Carehaven and not deal with them in any way adverse to Carehaven;

(e) Customer must not encumber, charge or give any interest in the Goods;

(f) Carehaven may issue proceedings to recover the Price even where ownership has not passed to Customer; and

(g) if the Goods are converted or made part of any end product, Carehaven will be the owner of the end product.

8.4 Carehaven must supply the Goods free from encumbrances including any Security Interest, subject to clause 8.

9. PERSONAL PROPERTY SECURITIES LAW

9.1 If Carehaven elects that property in Goods will pass from Carehaven to Customer before:

(a) Customer has paid to Carehaven all amounts owing for the Goods;

(b) Customer has met all of its other obligations to Carehaven; or

(c) payment other than in cash is honoured, cleared or acknowledged, Customer acknowledges that the Agreement constitutes a Security Interest for the purposes of the PPS Law in the Goods.

9.2 Any payments received by Carehaven will be allocated by it as it decides and they may be allocated to Goods encumbered by a Security Interest after payments for other purposes.

9.3 Where Carehaven holds a Security Interest over Goods, Customer:

(a) must not grant another Security Interest to a third party in the same Goods;

(b) waives any right to receive a verification statement or financing change statement concerning the Security Interest;

(c) indemnifies and on demand must reimburse Carehaven for all expenses incurred in registering a verification statement or financing change statement on the PPS Register or releasing the Goods from a Security Interest; and

(d) must not register a financing change statement

10. CAREHAVEN RIGHTS TO DISPOSE OF GOODS

If:

- (a) Carehaven retains or regains possession or control of the Goods;
- (b) payment is due to Carehaven;
- (c) Carehaven has demanded payment; and
- (d) Carehaven has not received payment then, Carehaven may dispose of the Goods and may claim from Customer any loss to Carehaven on disposal.

11. WARRANTIES, INDEMNITIES AND LIABILITY

11.1 Carehaven does not make any express or implied warranties in relation to the Goods.

11.2 Carehaven warrants that any defect in any workmanship of Carehaven which becomes apparent and is notified to Carehaven within the warranty period stipulated by Carehaven, Carehaven will either repair or remedy the defect, subject to the conditions that:

- (a) the warranty does not cover any defect or damage from any:
 - (i) failure to properly maintain Goods;
 - (ii) failure to follow instructions or guidelines provided by Carehaven;
 - (iii) use of Goods otherwise than for their proper purpose;
 - (iv) continued use of Goods after a defect becomes apparent or should be apparent to a prudent user; or
 - (v) fair wear and tear, any accident or anything beyond the reasonable control of Carehaven;
- (b) the warranty will cease and Carehaven is not liable under the warranty if Goods are repaired, altered or overhauled by Customer without Carehaven consent;
- (c) Carehaven is not liable to compensate Customer for any warranty claim for delay by Carehaven in replacing or repairing Goods or in properly assessing a claim; and
- (d) where a claim under warranty is approved by Carehaven, any repairs will be carried out during Normal Hours or outside Normal Hours only if Carehaven agrees.

11.3 For Goods not manufactured by Carehaven, any warranty is the warranty provided by the manufacturer or supplier to Carehaven. Carehaven is not bound by, or responsible for, any term, condition, representation or warranty given by the manufacturer or supplier.

11.4 Limitation of liability

(a) Any representation, warranty, condition, guarantee or undertaking that would be implied into this Agreement by legislation, common law, equity, trade, custom or usage is excluded to the fullest extent permitted by law, provided that nothing in this Agreement excludes, restricts or modifies any consumer guarantee, right or remedy conferred on Customer by the Australian Consumer Law in Schedule 2 of the Competition and Consumer Act 2010 (Cth) (ACL) or any other applicable law that cannot be excluded, restricted or modified by agreement.

(b) To the maximum extent permitted by law (including the ACL), unless expressly stated to the contrary in this Agreement, Carehaven does not provide any warranties or make any representations or guarantees in respect of Goods, including warranties of acceptable quality, availability, conformity with description, non-infringement of third party rights, compliance with laws, or fitness for a particular purpose.

(c) Each party's liability to the other party (Liability), including under any indemnity, is reduced to the extent that the Liability was caused or contributed to by the other party or its personnel.

(d) To the maximum extent permitted by law (including under the ACL):

(i) Carehaven is not liable to Customer or to any other person for any indirect, incidental, special or consequential loss or damage, loss of profits or anticipated profits, economic loss, loss of business opportunity, loss of data or loss or damage resulting from wasted management time irrespective of whether the loss or damage is caused by or relates to breach of contract, statute, tort (including negligence) or otherwise, or a party or any other person was previously notified of the possibility of the loss or damage;

(ii) Carehaven's liability for its failure to comply with a consumer guarantee under the ACL (other than a guarantee under section 51, 52 or 53 of the ACL) is limited, at Carehaven option, to one or more of the following:

a. when the breach relates to goods, the replacement of the goods or the supply of equivalent goods, the repair of the goods, the payment of the cost of replacing the goods or of acquiring equivalent goods, and/or the payment of the cost of having the goods repaired; and

b. when the breach relates to services, the supplying of the services again, and/or the payment of the cost of having the services supplied again; and

(iii) the maximum aggregate liability of Carehaven for all Liabilities arising out of this Agreement, including liability for breach, in negligence or in tort or for any other common law or statutory action, is limited to the Price.

11.5 The following applies to a person acquiring goods or services as a "consumer":

Services

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

1. to cancel your service contract with us; and

2. to a refund for the unused portion, or to compensation for its reduced value. You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

Goods and Services

(i) Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

(ii) For major failures with the service, you are entitled:

1. to cancel your service contract with us; and

2. to a refund for the unused portion, or to compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

12. CANCELLATION

12.1 Carehaven may without liability terminate the Contract or cancel delivery of the Goods at any time before the Goods are delivered by giving notice to Customer.

12.2 Subject to clause 12.3, Customer may terminate the Contract or cancel delivery of the Goods at any time before the Goods are delivered by giving notice to Carehaven.

12.3 If Customer terminates the Contract or cancels delivery of the Goods under clause 12.2, then:

(a) if that cancellation or termination occurs when the Goods have already been manufactured, Carehaven will be entitled to invoice Customer for the full Price in accordance with clause 4.5.

(b) if that cancellation or termination occurs other than when the Goods have not yet been manufactured, Carehaven will be entitled to invoice Customer in accordance with clause 4.5 for the full amount expended by Carehaven on labour and materials in the manufacture of the Goods to the date of cancellation or termination.

13. TERMINATION AND SUSPENSION

13.1 If Customer becomes subject to any of the events listed in clause.

13.2, Carehaven may terminate the Contract with immediate effect by giving written notice to Customer.

13.2 For the purposes of clause 13.1, the relevant events are:

(a) Customer suspends, or threatens to suspend, payment of its debts, or is unable to pay its debts as they fall due or admits inability to pay its debts, or (being a company or limited liability partnership) is deemed unable to pay its debts, or (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, or (being a partnership) has any partner to whom any of the foregoing apply;

(b) Customer commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than (where Customer is a company) where these events take place for the sole purpose of a scheme for a solvent amalgamation of Customer with one or more other companies or the solvent reconstruction of Customer;

(c) (being a company) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of Customer, other than for the sole purpose of a scheme for a solvent amalgamation of Customer with one or more other companies or the solvent reconstruction of Customer;

(d) (being a company) an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over Customer;

(e) (being a company) the holder of a qualifying floating charge over Customer's assets has become entitled to appoint or has appointed an administrative receiver;

(f) a person becomes entitled to appoint a receiver over Customer's assets or a receiver is appointed over Customer's assets;

(g) (being an individual) Customer is the subject of a bankruptcy petition or order;

(h) a creditor or encumbrancer of Customer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within 14 days;

(i) any event occurs, or proceeding is taken, with respect to Customer in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 13.2(a) to clause

13.2(f) (inclusive);

(j) Customer suspends, threatens to suspend, ceases or threatens to cease to carry on all or a substantial part of its business;

(k) Customer's financial position deteriorates to such an extent that in Carehaven's opinion Customer's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; and

(l) (being an individual) Customer dies or, by reason of illness or incapacity (whether mental or physical), is incapable of managing his or her own affairs or becomes a patient under any mental health legislation.

13.3 Without limiting its other rights or remedies, Carehaven may suspend provision of the Goods under the Contract or any other contract between Customer and Carehaven if Customer becomes subject to any of the events listed in clause 13.2 , or

Carehaven reasonably believes that Customer is about to become subject to any of them, or if Customer fails to pay any amount due under this Contract on the due date for payment.

13.4 On termination of the Contract for any reason Customer must immediately pay to Carehaven all of Carehaven's outstanding unpaid invoices and interest.

13.5 Termination of the Contract, however arising, must not affect any of the parties' rights, remedies, obligations and liabilities that have accrued as at termination.

13.6 Clauses which expressly or by implication survive termination of the Contract must continue in full force and effect.

14. FORCE MAJEURE

Neither party must be liable for any failure or delay in performing its obligations under the Contract to the extent that such failure or delay is caused by a Force Majeure Event. A "Force Majeure Event" means any event beyond a party's reasonable control, which by its nature could not have been foreseen, or, if it could have been foreseen, was unavoidable, including strikes, lock-outs or other

industrial disputes (whether involving its own workforce or a third party's), failure of energy sources or transport network, acts of God, war, terrorism, riot, civil commotion, interference by civil or military authorities, national or international calamity, armed conflict, malicious damage, breakdown of plant or machinery, nuclear, chemical or biological contamination, sonic boom, explosions, collapse of building structures, fires, floods, storms, earthquakes, loss at sea, epidemics or similar events, natural disasters or extreme adverse weather conditions, or default of Carehaven or subcontractors.

15. GENERAL

15.1 Assignment and other dealings.

(a) Carehaven may at any time assign, transfer, mortgage, charge, subcontract or deal in any other manner with all or any of its rights or obligations under the Contract.

(b) Customer may not assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any or all of its rights or obligations under the Contract without the prior written consent of Carehaven.

15.2 Notices

(a) Any notice required or authorised to be given by one party to another concerning anything relating to this agreement will be in writing and will be given by letter sent by email to the receiving party at the email addresses set out in the Authority to Proceed

(b) A notice sent by email will be deemed to have been properly and effectively given on the date and time at which it enters the addressee's information system (as shown in a confirmation delivery report from the sender's information system which indicates the email was sent to the email address of the addressee notified for the purposes of this clause).

(c) If any notice given under this clause is given on a day when the office of the party to whom it is addressed is not open for business the notice will be deemed to have been given on the next day on which such office is open for business.

15.3 Waiver

The failure of either party to insist upon a strict performance of any of the terms and provisions of this document shall not be deemed a waiver of any subsequent breach or default in those terms or provisions.

15.4 Variation

Any modification, alternation, change or variation of any term and condition of this Agreement must be only made in writing and executed by both parties.

15.5 Governing law

This Agreement must be construed in accordance with and governed by the laws of the State of Queensland, Australia and the parties submit to the jurisdiction of the Courts of that State for the resolution of any disputes under this Agreement