

METLAM FREIGHT AND DELIVERY POLICY FROM HEAD OFFICE (NEW GISBORNE, VICTORIA)

Metlam Australia's products are supplied nationally and are subject to the following conditions;

- a) All orders with an invoice total value of \$99.00 excl. GST or less, will have a \$24.50 + GST flat delivery fee applied, and goods will be shipped via a Metlam Australia's nominated carrier.
- b) All orders with an invoice total value of \$99.01 excl. GST or more, will be shipped Free of Charge via Metlam Australia's nominated carrier.

Metlam Freight and Delivery Policy for both a) and b) listed above exclude any freight classified as Over Dimensional Freight* or Out of Zone Freight.**

- c) **Pick Up from a Metlam Australia Branch:**
 - Any orders placed for customer pick up from a Metlam Australia Branch or a Met-Collect Location will incur a \$7.50 +GST order fulfilment fee. All pick up orders must be given at least 24 hours' notice.
 - A fee may apply for same-day or urgent customer pickups, with pricing available upon application.
- d) ***Over Dimensional Freight:**
 - Goods that are deemed Over Dimensional (are of irregular shape or over 180kg chargeable weight) may incur surcharges relevant to the individual shipment and be shipped at the expense of the customer. In this instance, you will be contacted by a member of our Customer Service Team and notified if your order will incur any extra delivery charge. Your written approval will be requested prior to the processing of your order. Any additional charges must be paid for by the customer and are not the responsibility of Metlam Australia. If customers are not in agreement with these surcharges, customers are requested to organise their own cartage.
- e) ****Shipments to Regional or Remote Out-of-Zone Areas:**
 - Metlam Australia's chosen carrier provides service to all regions of Australia. Some regional areas may be classed as a ~~"Remote Area"~~ **"Remote Out-of-zone"** delivery by our cartage providers and an additional freight charge may occur. In this instance, you will be contacted by a member of our **Customer Service Operations** Team and notified if your order will incur any extra delivery charge. Your written approval will be requested prior to the processing of your order.
- f) **Receipt of Goods:**
 - Upon receipt of shipment from the relevant cartage representative you will be asked to sign a receipt of delivery/proof of delivery. Please ensure you inspect the goods prior to signing that you have received the goods.
 - i. Any outer carton damage or defects and missing cartons must be notified to Metlam Australia's Head Office upon receipt of the goods. A signed POD/receipt of delivery is acknowledgment that you have received the goods in full and free of any damage or defect.
 - ii. The signed POD will be reviewed when assessing a claim for defect, damage or missing goods to ascertain if the claimed damage, defect or missing goods was noted prior to your store receiving the goods.
- g) **Direct to Site Delivery:**
 - Metlam provides a standard Free into Store (FIS) service inclusive of delivery to store locations. For deliveries to building sites or third-party addresses, a point-to-point delivery service is recommended as the special requirements to deliver successfully to these locations fall outside the scope of common carrier agreements. If there is a POD but goods cannot be located on-site, Metlam Australia is not responsible, and goods would need to be re-ordered. No replacement or credit will be issued.
 - It is recommended to use this service for any deliveries to third-party sites that require phone contact, delivery to a building site, or meeting a contact at the site. Upon request of this type of delivery, Metlam will advise the fees applicable to utilise this service.
 - The standard Free into Store (FIS) service does not include phone contact, waiting time at the site or delivery to a non-manned site and if delivery is rejected by the driver for any reason, then additional delivery costs may be incurred and need to be added to the invoice for the goods accordingly.

h) Chain of Responsibility for delivered goods:

- Once a shipment has been received by the purchaser and signed for in good order the chain of responsibility is then handed from the Transport company to the Receiver. This means that in signing the POD you are accepting these goods have been received in good order and undamaged.
- Upon signing the POD, the receiver is accepting responsibility for any goods that are then on-delivered to a building site or end user. If the end user lodges a claim for goods damaged in transit and it is found that the POD for delivery to the purchaser was signed for as received in good order, it is then beyond the control of Metlam Australia and Metlam Australia's appointed carrier to assist or replace any goods that are then found to be damaged.

EXPRESS PARCEL DELIVERY SERVICE REQUEST

Metlam Australia endeavours to process and ship your order as soon as possible. Should you choose to request an express parcel delivery service, the following conditions will apply;

- a) For orders with an invoice total value of \$99.00 excl. GST or less, the first 5kg overnight carton is included in the standard \$24.50 + GST freight charge. If goods will not fit into a 5kg overnight carton, any subsequent 5kg overnight cartons required will incur a \$27.50 + GST fee per carton.
- b) For orders with an invoice total value of \$99.01 excl. GST or more will be shipped Free of Charge for the first 5kg overnight carton. Any subsequent 5kg overnight cartons required will incur a \$27.50 + GST fee per carton.

GOODS DAMAGED IN TRANSIT CLAIMS

In situations where goods are delivered directly from Metlam and are found to be faulty or damaged please note;

- a) All claims for loss, damage, shortage or price variances **must be made within 7 days after receipt of delivery**, except in the case of Mirrors and Shower Seats. All Mirrors and Shower Seats need to be inspected upon receipt as per the statement on the cartons. Mirrors and Shower Seats will only be replaced if a damage claim is lodged within 48 hours of receipt of goods.
- b) Metlam Transport warranty only covers goods that have been delivered directly from Metlam. Goods that have been on-delivered to a building site or third-party premises will not be covered under our replacement policy.
- c) Any claims for goods that are damaged in transit on direct delivery from Metlam should be sent to accounts@metlam.com.au with your name, your company, the original Metlam Order number, the actual goods damaged, pictures of damaged goods, the transport company POD noting that the goods received damaged and your contact details if differing from the email.
- d) Metlam will respond to your request and assist in resolving the matter in the best possible way.