

## WESTCARE TERMS AND CONDITIONS OF TRADING

### INTRODUCTION

#### 1.1 Application of these Terms and Conditions

These Terms and Conditions are incorporated into any contract between Westcare and the customer for the supply of goods and/or services by Westcare to the customer.

#### 1.2 Interpretation

In these Terms and Conditions:

"**Business Day**" means a day on which banks are open for general banking business in Perth, Western Australia;

"**Estimate**" means the estimate referred to in sub-clause 2.1(b) (as amended in accordance with clause 2.4);

"**Goods**" means the final goods produced by Westcare by completing the Order;

"**GST**" has its meaning in the *A New Tax System (Goods and Services Tax) Act 1999*;

"**Interest Rate**" means the aggregate of two per centum (2%) and the rate of interest expressed as a percentage per annum charged by the Commonwealth Bank of Australia from time to time on Overdraft Accounts exceeding One Hundred Thousand Dollars;

"**Order**" means the work required to be done in order to fulfil the customer's instructions;

"**Quote**" means the quote described in clause 2.1.

"**Westcare**" means Westcare Incorporated (ABN 72 662 454 226) and trading as Westcare Print, Westcare Box, Westcare Foodpak, Westcare Industries or Westcare Accommodation Services.

#### 1.3 General

In these Terms and Conditions, unless the context otherwise requires:

- (a) the singular includes the plural and vice versa;
- (b) a reference to a clause is a reference to a clause of these Terms and Conditions;
- (c) a reference to a party to these Terms and Conditions or any other document or arrangement includes that party's executors, administrators, successors and permitted assigns;
- (d) where an expression is defined, another part of speech or grammatical form of that expression has a corresponding meaning;
- (e) a reference to a period of time (including, without limitation, a year, a quarter, a month and a day) is to a calendar period.

#### 1.4 Headings

In these Terms and Conditions, headings are for convenience only and do not affect interpretation.

#### 1.5 Business Day

If the day on which any act, matter or thing is to be done under this agreement is not a Business Day, that act, matter or thing:

- (a) if it involves a payment other than a payment which is due on demand, must be done on the preceding Business Day; and
- (b) in all other cases, may be done on the next Business Day.

## 2. QUOTES

### 2.1 Westcare to supply quote

Westcare may if, requested by the customer, give the customer a quote specifying:

- (a) the work required to be done in order to fulfil the customer's instructions; and
- (b) an estimate of Westcare's charge for the performance of such work.

### 2.2 Acceptance by customer

Where Westcare has given the customer a Quote:

- (a) Westcare need not commence work until the Quote has been accepted by the customer.
- (b) The customer may accept the Quote by instructing (orally or in writing) Westcare to commence work.
- (c) Acceptance by the customer of the Quote will constitute acceptance by the customer of these Terms and Conditions.

### 2.3 Quote evidence of instructions

If a written Quote is accepted by the customer, the work the subject of the Quote shall be carried out and the customer shall pay for the work in accordance with the within Terms and Conditions.

### 2.4 Westcare may revise Estimate

Westcare may amend the Estimate before the Order has been completed to take into account any rise or fall in the cost of performing the Order and Westcare shall notify the customer of such amendment as soon as practicable thereafter. Upon Westcare giving the customer notification of such amendment such amended estimate shall be and be deemed to be the Estimate for the purposes of these Terms and Conditions.

## 3. CHARGES

### 3.1 Invoice

Subject to clause 5.3, when the Order has been completed, Westcare will issue an invoice to the customer for the amount of the Estimate or, if no Estimate was made, for an amount representing Westcare's charge for the work done in filling the Order, and for any of the other charges specified in clause 3.2.

### 3.2 Additional Charges

In addition to the amount of the Estimate, or where no Estimate was given, in addition to the amount representing Westcare's charge for the work done, Westcare may charge to the customer:

- (a) fees for any preliminary work performed at the customer's request;
- (b) fees for additional work required to be done as a result of the customer changing his, her or its instructions;
- (c) fees for having to work from poor copy;
- (d) fees for work which involves tables or foreign language and which was not notified to Westcare before the Quote was prepared;
- (e) fees for additional work required to be done as a result of author's corrections, including repagination or reformatting;
- (f) fees and other charges for work required to be done urgently, including any overtime costs;
- (g) fees for handling or storing material or equipment supplied by the customer for the purposes of the Order;
- (h) fees for changing or correcting, in order to ensure that the Goods are properly produced, any plates, films, artwork or any document including computer files supplied for the purposes of the Order by the customer;
- (i) freight costs and charges;
- (j) a reasonable surcharge, to cover provider costs, where payment is made by credit card (Visa or Mastercard only);
- (k) other charges, fees or disbursements referred to in these Terms and Conditions and not specified in this clause;

### 3.3 For the purposes of these Terms and Conditions:

- (a) the term "Westcare's charge" refers in each case to the standard or usual fee charged by Westcare from time to time in respect of the Order;
- (b) "preliminary work" means all and any work performed by Westcare at the customer's express or implied request, the performance of which work was necessary to enable the Order to be commenced and which work was not

within the reasonable contemplation of Westcare at the time when Westcare supplied the Estimate;  
 (c) "additional work" includes all work undertaken by Westcare as a consequence of the customer's variation, alteration or modification of its instructions in relation to the Order; and  
 (d) "freight costs and charge" includes all costs and expenses incurred by Westcare in removing the Goods from its premises, whether by way of actual or attempted delivery to the customer or otherwise.

## 4. DELIVERY

### 4.1 Notification

Westcare shall notify the customer when the Goods are ready for collection.

### 4.2 Collection

The customer must collect the goods from Westcare's premises upon being notified by Westcare that the Goods are ready for collection. If Westcare agrees to deliver the Goods the customer shall bear all freight costs and charges of such delivery.

### 4.3 Rejection

Subject to clause 7.1 the customer may only reject the Goods if they do not comply with the customer's instructions. If the customer wishes to reject the Goods, the customer must notify Westcare of the rejection:  
 (a) if Westcare agrees to deliver the Goods to the customer's premises – within 7 days of delivery (or such other time as is mutually agreed);  
 (b) otherwise – within 7 days of notification that the Goods are ready for collection (or other mutually agreed time).

### 4.4 Risk

The risk in the Goods passes to the customer:  
 (a) if Westcare delivers the Goods to the customer's premises – at the time of delivery;  
 (b) otherwise – at the time Westcare notifies the customer that the Goods are ready for collection.  
 If the customer is entitled to reject the Goods and rejects the Goods in accordance with these Terms and Conditions, risk reverts to Westcare at the time the customer notifies Westcare that the Goods are rejected.

## 5. PAYMENT

### 5.1 Time for payment

**Unless the customer is granted a credit account, payment will be due prior to collection or delivery of the Goods.** A credit account customer must, within 30 days of the customer receiving Westcare's invoice, pay to Westcare the total amount set out in the invoice.

### 5.2 Interest

Westcare may charge interest at the Interest Rate on amounts not paid within the time specified in clause 5.1.

### 5.3 Advance and progress payments

(a) Westcare may issue an invoice for the amount of the Estimate before commencing the Order where Westcare has not previously carried out work for the customer or where Westcare considers it otherwise prudent to do so;  
 (b) Westcare may, in the event that Westcare is of the view that completing the Order will take more than a month, at any time before the Order is completed, issue one or more invoices for a proportion of the amount of the Estimate (the proportion to be at Westcare's discretion) and require that proportion of the Estimate to be paid in advance of any further work being done.  
 (c) If the Order is suspended for more than 30 days at the request of the customer or as a result of something for which the customer is responsible, Westcare may issue an

invoice for a particular sum (to be specified by Westcare) for the work already done and for other costs incurred by Westcare (such as storage costs).

### 5.4 Damages

The customer must pay to Westcare any costs, expenses or losses incurred by Westcare as a result of the customer's failure to pay to Westcare all sums outstanding from the customer to Westcare (including, without limiting the generality of the obligation set out in this clause, any debt collection and legal costs).

## 6. NON-PAYMENT

### 6.1 Retention of ownership

Until the customer has paid all sums outstanding in relation to the Goods:  
 (a) Title in the Goods shall not pass from Westcare to the customer.  
 (b) If the Goods are in the customer's possession, the customer shall hold the Goods as trustee for Westcare and must store the Goods so that they are clearly identifiable as the property of Westcare.  
 (c) Westcare may call for and recover possession of the Goods (for which purposes Westcare's employees or agents may enter the customer's premises and take possession of the Goods without liability to the customer) and the customer must deliver the Goods to Westcare if so directed by Westcare.  
 (d) The customer may, in the ordinary course of the customer's business, sell the Goods to a third party but:  
 (i) the proceeds of sale to the third party shall be held by the customer as trustee for Westcare and the customer shall account to Westcare for those sums; and  
 (ii) if Westcare requires, the customer shall assign to Westcare the customer's claim against the third party and shall execute all documents necessary to effect that assignment.

### 6.2 General lien

Westcare shall, in respect of all sums owed by the customer to Westcare hereunder, have a general lien on all property of the customer in Westcare's possession and may, after 14 days' notice to the customer, sell that property and apply the proceeds (net of any sale costs) in satisfaction of all or any part of the sums owed. In the event that any of the customer's property held by Westcare as aforesaid enjoys copyright protection in favour of the customer, the customer hereby grants to Westcare a royalty-free licence to exercise the rights conferred on Westcare under this clause.

### 6.3 Security interest

The parties agree these Terms and Conditions provide that Westcare has a security interest in any Goods under the *Personal Property Securities Act 2009 (PPSA)* and Westcare may register that interest on the Personal Property Securities Register (PPSR) established by that Act.

### 6.4 Where the customer is a company

Where the customer is a company, the directors of the company jointly and severally personally guarantee to Westcare the due and punctual performance of all obligations of the customer under these Terms and Conditions including (without limitation) timely payment of all Westcare invoices.

## 7. LIABILITY

### 7.1 Proofs and Materials

Where the customer supplies artwork, it must be print ready or Westcare will charge for design and Westcare may extend the delivery date. If Westcare submits to the customer a proof or sample of the Goods Westcare will

not be responsible for any errors in the Goods which appeared in the proof and which were not corrected by the customer before the Order was completed.

## 7.2 Non-excludable Rights

The parties acknowledge that, under applicable State and Commonwealth law, certain conditions and warranties may be implied in these Terms and Conditions and there are rights and remedies conferred on the customer in relation to the provision of the Goods or of services which cannot be excluded, restricted, or modified by agreement ("Non-excludable Rights").

## 7.3 Disclaimer of Liability

Westcare disclaims all conditions and warranties expressed or implied, and all rights and remedies conferred on the customer, by statute, common law, equity, trade, custom or usage or otherwise and all those conditions and warranties and all those rights and remedies are excluded other than any Non-excludable Rights. To the extent permitted by law, the liability of Westcare for a breach of a Non-excludable Right is limited, at Westcare's option, to the supplying of the Goods and/or any services again or payment of the cost of having the Goods and/or any services supplied again.

## 7.4 Indirect losses

Notwithstanding any other provision of these Terms and Conditions, Westcare is in no circumstance (whatever the cause) liable in contract, tort (including, without limitation, negligence or breach of statutory duty) or otherwise to compensate the customer for:

- (a) any increased costs or expenses;
- (b) any loss of profit, revenue, business, contracts or anticipated savings;
- (c) any loss or expense resulting from a claim by a third party; or
- (d) any special, indirect or consequential loss or damage of any nature whatsoever caused by Westcare's failure to complete or delay in completing the Order or to deliver the Goods.

## 7.5 Electronic data

Without limiting the generality of the foregoing clauses, Westcare will not be liable to the customer for loss, however caused, of any data stored on electronic data storage media supplied by the customer to Westcare.

## 7.6 Customer's property

Subject to clause 7.5, Westcare will not be liable for the damage, loss or destruction of any property of the customer in Westcare's possession unless the loss or damage is due to the failure of Westcare to exercise due care and skill in handling or storing the property.

## 7.7 Force Majeure

Westcare will have no liability to the customer in relation to any loss, damage or expense caused by Westcare's failure to complete the Order or to deliver the Goods as a result of fire, flood, tempest, earthquake, riot, civil disturbance, theft, crime, strike, lockout, breakdown, war, the inability of Westcare's normal suppliers to supply necessary materials or any other matter beyond Westcare's control.

## 8. GENERAL MATTERS

### 8.1 Periodicals

If the contract between Westcare and the customer relates to more than one issue of a periodical:

- (a) Each issue will, for the purposes of these Terms and Conditions, be considered to be one Order.
- (b) Subject to sub-clause (c), a party may not terminate a contract to which these Terms and Conditions apply unless:

- (i) in the case of periodicals published weekly or more frequently, that party has given 4 weeks' notice of that party's intention to terminate the contract;
- (ii) in the case of periodicals published fortnightly or more frequently (but less frequently than weekly), that party has given 8 weeks' notice of that party's intention to terminate the contract;
- (iii) in the case of periodicals published less frequently than fortnightly, that party has given 13 weeks' notice of that party's intention to terminate the contract.
- (c) Notwithstanding sub-clause (b), Westcare may terminate the contract at any time if the customer is in breach of any of provision of these Terms and Conditions relating to payment.

### 8.2 Alterations to style etc

If, before the Quote is prepared, the customer does not give Westcare specific instructions in relation to style, type or layout:

- (a) Westcare may use any style, type and layout which, in Westcare's opinion, is appropriate; and
- (b) Westcare may charge an additional amount for any additional work required to be done (including the production of additional proofs) as a result of the customer subsequently altering the style, type or layout used by Westcare.

### 8.3 Overset

The customer must pay for overset matter (being matter produced on the customer's instructions but not used in a publication for which it was intended). The customer may instruct Westcare to retain overset matter for future issues of the publication or to discard the overset matter.

### 8.4 Outside work

If Westcare specifies in its quote that it has to obtain goods and/or services not normally stocked or supplied by Westcare from a third party in order to carry out the customer's instructions:

- (a) Westcare will not be liable for any breach of these Terms and Conditions if that breach is a result of or is connected with the supply by the third party of such goods and/or services.
- (b) Westcare acquires such goods and/or services as agent for the customer and not as principal and will have no liability to the customer in relation to the supply of those goods and/or services. Any claim by the customer in relation to the supply of those goods and/or services must be made directly against the third party.
- (c) The customer must pay for such goods and/or services.
- (d) Property in any such goods obtained from a third party and incorporated into the Goods passes to Westcare at the time of incorporation.

### 8.5 Material supplied by customer

If Westcare and the customer agree that the customer is responsible for supplying materials or equipment for the purposes of the Order:

- (a) The customer must supply sufficient quantities of materials to allow for spoilage, such quantity to be specified by Westcare.
- (b) Westcare does not count incoming customer materials unless specifically requested by the client, whereupon a service charge will be applied. If the customer does not request a count the materials delivered to Westcare will be deemed the correct quantity for the purpose of its use. Westcare accepts no liability for any delays or costs incurred to the customer if the customer supplies the wrong quality, quantity or item.
- (c) Westcare will not be responsible for any defects in the Goods which are caused by defects in or the unsuitability of materials or equipment supplied by the customer.
- (d) Property in any materials supplied by the customer and

incorporated into the Goods passes to Westcare at the time of incorporation.

## 8.6 Property left with Westcare

If the customer leaves property in Westcare's possession without specific instructions as to what is to be done with it, Westcare may, 3 months after gaining possession of the property, dispose of or sell the property and retain any proceeds of sale as compensation for holding and handling the property.

## 8.7 Responsibility to insure

Westcare has no obligation to insure any property of the customer in Westcare's possession. The customer must pay the cost of any insurance arranged by Westcare at the request of the customer.

## 8.8 Ancillary materials

Unless Westcare and the customer agree otherwise, drawings, sketches, paintings, photographs, designs, typesetting, dummies, models, negatives, positives, blocks, engravings, stencils, dies, plates or cylinders, electronic data storage media and other material produced by Westcare in the course of or in preparation for performing the Order (whether or not in fact used for the purposes of performing the Order) are the property of Westcare.

## 8.9 Copyright

- (a) Copyright in all artistic and literary works authored by Westcare shall be the property of Westcare.
- (b) The customer:
- (i) warrants that the customer has copyright in or a licence to authorise Westcare to reproduce, all artistic and literary works supplied by the customer to Westcare for the purposes of the Order and the customer hereby expressly authorises Westcare to reproduce all and any of such works for the purposes aforesaid;
  - (ii) hereby indemnifies and agrees to keep indemnified Westcare against all liability, losses or expenses incurred by Westcare in relation to or in any way directly or indirectly connected with any breach of copyright or of any rights in relation to copyright in such literary and artistic works supplied as aforesaid; and
  - (c) The customer is hereby granted a non-exclusive royalty-free license to use the copyright in any literary and/or artistic works authored by Westcare for the purposes of the Order however the exercise of such licence shall be conditional upon Westcare having received all monies due to Westcare under these Terms and Conditions.

## 8.10 Ideas

The customer must keep confidential and not use any ideas communicated by Westcare to the customer without Westcare's written consent.

## 8.11 Electronic media

All electronic data storage media (other than media supplied by the customer) used by Westcare to store data for the purposes of completing the Order are the property of Westcare. The customer cannot require Westcare to supply to the customer any data so stored. If Westcare does supply any data so stored or created Westcare may charge for supplying such data to the customer.

## 8.12 Storage of electronic data

Westcare will not be responsible for storing any data on electronic media when the Order has been completed. If Westcare agrees to store such data, Westcare may charge for doing so.

## 8.13 No Waiver

A power or right is not waived solely because the party entitled to exercise that power or right does not do so. A

single exercise of a power or right will not preclude any other or further exercise of that power or right or of any other power or right. A power or right may only be waived in writing, signed by the party to be bound by the waiver.

## 8.14 Severability

Any provision in these Terms and Conditions which is invalid or unenforceable in any jurisdiction must be read down for the purposes of that jurisdiction, if possible, so as to be valid and enforceable. If that provision cannot be read down then it is capable of being severed to the extent of the invalidity or unenforceability without affecting the remaining provisions of these Terms and Conditions or affecting the validity or enforceability of that provision in any other jurisdiction.

## 8.15 Governing law and jurisdiction

These Terms and Conditions are governed by the law in force in the State of Western Australia and the parties submit to the non-exclusive jurisdiction of the courts of that State and any courts which may hear appeals from those courts in respect of any proceedings in connection with these Terms and Conditions.

## 9 GOODS AND SERVICES TAX

### 9.1 All amounts are GST exclusive amounts

Unless otherwise stated, all amounts expressed or described in these Terms and Conditions are GST exclusive amounts.

### 9.2 Out of pocket expenses are GST exclusive

All out of pocket expenses referred to in these Terms and Conditions are GST exclusive out of pocket expenses.

### 9.3 Westcare to assist customer

Westcare will do all things reasonably available to it to assist the customer to claim on a timely basis any input tax credits (if any) the customer may be entitled to claim for any acquisition of goods and services from Westcare. This includes Westcare maintaining its registered status for GST purposes, and issuing tax invoices for supplies made under these Terms and Conditions on a timely basis as reasonably requested by the customer.