
Kairos Electrical Pty Ltd – Terms & Conditions

1. Definitions

- 1.1 “Contract” means the terms and conditions contained herein, together with any Quotation, order, invoice or other document or amendments expressed to be supplemental to this Contract.
- 1.2 “Kairos” means Kairos Electrical Pty Ltd (ABN: 22 642 666 484), and its successors and assigns or any person acting on behalf of and with the authority of Kairos Electrical Pty Ltd.
- 1.3 “Client” means the person/s, entities or any person acting on behalf of and with the authority of the Client requesting Kairos to provide the Services as specified in any proposal, quotation, order, invoice or other documentation, and:
- (a) if there is more than one Client, is a reference to each Client jointly and severally; and
 - (b) if the Client is a partnership, it shall bind each partner jointly and severally; and
 - (c) if the Client is a part of a Trust, shall be bound in their capacity as a trustee; and
 - (d) includes the Client’s executors, administrators, successors and permitted assigns.
- 1.4 “Goods” means all Goods or Services supplied by Kairos to the Client at the Client’s request from time to time (where the context so permits the terms ‘Goods’ or ‘Services’ shall be interchangeable for the other).
- 1.5 “Plant” means all plant (including, but not limited to, machinery or equipment (including all attached and related machinery, apparatus and equipment)) that are owned or operated by, or under the responsibility or control of, the Client.
- 1.6 “Confidential Information” means information of a confidential nature whether oral, written or in electronic form including, but not limited to, this Contract, either party’s intellectual property, operational information, know-how, trade secrets, financial and commercial affairs, contracts, client information (including but not limited to, “**Personal Information**” such as: name, address, D.O.B, occupation, driver’s license details, electronic contact (email, Facebook or Twitter details), medical insurance details or next of kin and other contact information (where applicable), previous credit applications, credit history) and pricing details.
- 1.7 “Cookies” means small files which are stored on a user’s computer. They are designed to hold a modest amount of data (including Personal Information) specific to a particular client and website, and can be accessed either by the web server or the client’s computer. **If the Client does not wish to allow Cookies to operate in the background when ordering from the website, then the Client shall have the right to enable / disable the Cookies first by selecting the option to enable / disable provided on the website, prior to ordering Goods via the website.**
- 1.8 “Price” means the Price payable (plus any GST where applicable) for the Goods as agreed between Kairos and the Client in accordance with clause 5 below.
- 1.9 “GST” means Goods and Services Tax as defined within the “A New Tax System (Goods and Services Tax) Act 1999” (Cth).

2. Acceptance

- 2.1 The Client is taken to have exclusively accepted and is immediately bound, jointly and severally, by these terms and conditions if the Client places an order for or accepts Delivery of the Goods.
- 2.2 In the event of any inconsistency between the terms and conditions of this Contract and any other prior document or schedule that the parties have entered into, the terms of this Contract shall prevail.
- 2.3 Any amendment to the terms and conditions contained in this Contract may only be amended in writing by the consent of both parties.
- 2.4 Where Kairos gives any advice, recommendation, information, assistance or service provided by Kairos in relation to Goods or Services supplied is given in good faith to the Client, or the Client’s agent and is based on Kairos’s own knowledge and experience and shall be accepted without liability on the part of Kairos. Where such advice or recommendations are not acted upon then Kairos shall require the Client or their agent to authorise commencement of the Services in writing. Kairos shall not be liable in any way whatsoever for any damages or losses that occur after any subsequent commencement of the Services.
- 2.5 The Client acknowledges that the supply of Goods on credit shall not take effect until the Client has completed a credit application with Kairos and it has been approved with a credit limit established for the account.
- 2.6 In the event that the supply of Goods request exceeds the Clients credit limit and/or the account exceeds the payment terms, Kairos reserves the right to refuse Delivery.
- 2.7 In the event that Kairos is required to provide the Services urgently, that may require Kairos’s staff to work outside normal business hours (including but not limited to working through lunch breaks, weekends and/or Public Holidays) then Kairos reserves the right to charge the Client additional labour costs (penalty rates will apply), unless otherwise agreed between Kairos and the Client.
- 2.8 If Kairos has been requested by the Client to diagnose a fault that requires investigation, disassembly and/or testing, all costs involved will be charged to the Client irrespective of whether or not the repair goes ahead.
- 2.9 Electronic signatures shall be deemed to be accepted by either party providing that the parties have complied with Section 14 of the Electronic Transactions (Queensland) Act 2001 or any other applicable provisions of that Act or any Regulations referred to in that Act.

3. Errors and Omissions

- 3.1 The Client acknowledges and accepts that Kairos shall, without prejudice, accept no liability in respect of any alleged or actual error(s) and/or omission(s):
- (a) resulting from an inadvertent mistake made by Kairos in the formation and/or administration of this Contract; and/or
 - (b) contained in/omitted from any literature (hard copy and/or electronic) supplied by Kairos in respect of the Services.
- 3.2 In the event such an error and/or omission occurs in accordance with clause 3.1, and is not attributable to the negligence and/or wilful misconduct of Kairos; the Client shall not be entitled to treat this Contract as repudiated nor render it invalid.

4. Change in Control

- 4.1 The Client shall give Kairos not less than fourteen (14) days prior written notice of any proposed change of ownership of the Client and/or any other change in the Client’s details (including but not limited to, changes in the Client’s name, address, contact phone or fax number/s, change of trustees, or business practice). The Client shall be liable for any loss incurred by Kairos as a result of the Client’s failure to comply with this clause.

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5. Price and Payment

- 5.1 At Kairos's sole discretion, the Price shall be either:
- (a) as indicated on any invoice provided by Kairos to the Client; or
 - (b) the Price as at the date of Delivery of the Goods according to Kairos's current price list; or
 - (c) Kairos's quoted price (subject to clause 5.2) which will be valid for the period stated in the quotation or otherwise for a period of thirty (30) days.
- 5.2 Kairos reserves the right to change the Price:
- (a) if a variation to the Goods which are to be supplied is requested; or
 - (b) if a variation to the Services originally scheduled (including any applicable plans or specifications) is requested; or
 - (c) where additional Services are required due to the discovery of hidden or unidentifiable difficulties (including, but not limited to, poor weather conditions, limitations to accessing the site, obscured site defects which require remedial work (e.g. poor existing wiring), health hazards and safety considerations (such as the discovery of asbestos), availability of machinery, prerequisite work by any third party not being completed, hard rock barriers below the surface or iron reinforcing rods in concrete, hidden pipes and wiring/cabling etc.) which are only discovered on commencement of the Services; or
 - (d) in the event of increases to Kairos in the cost of labour or materials (including, but not limited to, any variation as a result of fluctuations in currency exchange rates or increases to Kairos in the cost of taxes, levies, freight and insurance charges etc.) which are beyond Kairos's control.
- 5.3 Variations will be charged for on the basis of Kairos's quotation, and will be detailed in writing, and shown as variations on Kairos's invoice. The Client shall be required to respond to any variation submitted by Kairos within ten (10) working days. Failure to do so will entitle Kairos to add the cost of the variation to the Price. Payment for all variations must be made in full at the time of their completion.
- 5.4 At Kairos's sole discretion, a deposit may be required.
- 5.5 Time for payment for the Goods being of the essence, the Price will be payable by the Client on the date/s determined by Kairos, which may be:
- (a) on Delivery of the Goods;
 - (b) before Delivery of the Goods;
 - (c) by way of instalments/progress payments in accordance with Kairos's payment schedule;
 - (d) thirty (30) days following the end of the month in which a statement is posted to the Client's address or address for notices;
 - (e) the date specified on any invoice or other form as being the date for payment; or
 - (f) failing any notice to the contrary, the date which is seven (7) days following the date of any invoice given to the Client by Kairos.
- 5.6 Payment may be made by cash, cheque, bank cheque, electronic/on-line banking, credit card (a surcharge may apply per transaction), or by any other method as agreed to between the Client and Kairos.
- 5.7 Kairos may in its discretion allocate any payment received from the Client towards any invoice that Kairos determines and may do so at the time of receipt or at any time afterwards. On any default by the Client Kairos may re-allocate any payments previously received and allocated. In the absence of any payment allocation by Kairos, payment will be deemed to be allocated in such manner as preserves the maximum value of Kairos's Purchase Money Security Interest (as defined in the PPSA) in the Goods.
- 5.8 The Client shall not be entitled to set off against, or deduct from the Price, any sums owed or claimed to be owed to the Client by Kairos nor to withhold payment of any invoice because part of that invoice is in dispute.
- 5.9 Unless otherwise stated the Price does not include GST. In addition to the Price, the Client must pay to Kairos an amount equal to any GST Kairos must pay for any supply by Kairos under this or any other agreement for the sale of the Goods. The Client must pay GST, without deduction or set off of any other amounts, at the same time and on the same basis as the Client pays the Price. In addition, the Client must pay any other taxes and duties that may be applicable in addition to the Price except where they are expressly included in the Price.

6. Delivery of Goods

- 6.1 Subject to clause 6.2 it is Kairos's responsibility to ensure that the Services start as soon as it is reasonably possible.
- 6.2 The Services' commencement date will be put back and/or the completion date extended by whatever time is reasonable in the event that Kairos claims an extension of time (by giving the Client written notice) where completion is delayed by an event beyond Kairos's control, including but not limited to any failure by the Client to:
- (a) make a selection; or
 - (b) have the site ready for the Services; or
 - (c) notify Kairos that the site is ready.
- 6.3 Delivery ("Delivery") of the Goods is taken to occur at the time that:
- (a) the Client or the Client's nominated carrier takes possession of the Goods at Kairos's address; or
 - (b) Kairos (or Kairos's nominated carrier) delivers the Goods to the Client's nominated address even if the Client is not present at the address.
- 6.4 At Kairos's sole discretion, the cost of Delivery is included in the Price.
- 6.5 Kairos may deliver the Goods in separate instalments. Each separate instalment shall be invoiced and paid in accordance with the provisions in these terms and conditions.
- 6.6 Any time specified by Kairos for Delivery of the Goods is an estimate only and Kairos will not be liable for any loss or damage incurred by the Client as a result of Delivery being late. However both parties agree that they shall make every endeavour to enable the Goods to be delivered at the time and place as was arranged between both parties. In the event that Kairos is unable to supply the Goods as agreed solely due to any action or inaction of the Client, then Kairos shall be entitled to charge a reasonable fee for redelivery and/or storage.

7. Risk

- 7.1 Risk of damage to or loss of the Goods passes to the Client on Delivery and the Client must insure the Goods on or before Delivery.

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- 7.2 If any of the Goods are damaged or destroyed following Delivery but prior to ownership passing to the Client, Kairos is entitled to receive all insurance proceeds payable for the Goods. The production of these terms and conditions by Kairos is sufficient evidence of Kairos's rights to receive the insurance proceeds without the need for any person dealing with Kairos to make further enquiries.
- 7.3 If the Client requests Kairos to leave Goods outside Kairos's premises for collection or to deliver the Goods to an unattended location, then such Goods shall be left at the Client's sole risk.
- 7.4 Where Kairos is required to install the Goods the Client warrants that the structure of the premises or equipment in or upon which these Goods are to be installed or erected is sound and will sustain the installation and work incidental thereto and Kairos shall not be liable for any claims, demands, losses, damages, costs and expenses howsoever caused or arising should the premises or equipment be unable to accommodate the installation.
- 7.5 Kairos shall be entitled to rely on the accuracy of any plans, specifications (including, but not limited to CAD drawings) and other information provided by the Client. The Client acknowledges and agrees that in the event that any of this information provided by the Client is inaccurate, Kairos accepts no responsibility for any loss, damages, or costs however resulting from these inaccurate plans, specifications or other information.
- 7.6 Kairos shall upon installation ensure that all Goods are to be installed in a manner that is fully compliant with industry standards. If, for any reason, the Client specifically requires the Goods to be installed in any way which goes against Kairos's recommendations and/or falls below industry standards; a request detailing that requirement must be made in writing to Kairos. Accordingly, Kairos offers no warranty in regards to the aforementioned.
- 7.7 The Client acknowledges and accepts that:
- (a) Kairos is only responsible for parts that are replaced by Kairos and that in the event that other parts/Goods subsequently fail, the Client agrees to indemnify Kairos against any loss or damage to the Goods, or caused by the Goods, or any part thereof howsoever arising (including, but not limited to, loss of perishables, flooding and/or damage to clothing);
 - (b) in the event that the property experiences any movement that affects and causes damage to the Goods, the Client accepts and agrees that Kairos shall not be held liable for any such damage and that the Client shall be responsible for the cost of rectification;
 - (c) stainless steel is a textured material and can be of a porous nature. The Client accepts that products made from this material can rust and mark easily. The Client accepts that care should be taken to maintain the finish of and longevity of stainless steel products;
 - (d) where an anodised surface finish has been selected, slight colour variation may occur between the main unit frame and any installation trims used due to the difference in aluminium alloys available and manufacturing standards and tolerances shall not be deemed to be a defect in the Goods;
 - (e) Goods supplied may:
 - (i) exhibit variations in shade, colour, texture, surface and finish, and may fade or change colour over time. Kairos will make every effort to match batches of product supplied in order to minimise such variations but shall not be liable in any way whatsoever where such variations occur;
 - (ii) expand, contract or distort as a result of exposure to heat, cold, weather;
 - (iii) mark or stain if exposed to certain substances; and
 - (iv) be damaged or disfigured by impact or scratching;
 - (f) where Kairos has performed temporary repairs that:
 - (i) Kairos offers no guarantee against the reoccurrence of the initial fault, or any further damage caused; and
 - (ii) Kairos will immediately advise the Client of the fault and shall provide the Client with an estimate for the full repair required; and
- 7.8 Kairos shall not be liable for any defect, deterioration and/or damage to the Goods:
- (a) if the Client does not follow Kairos's recommendations;
 - (b) where Goods are stored off site for extended periods of time as a result of any action/inaction by the Client;
 - (c) resulting from incorrect use and/or installation of the Goods by the Client or any other third party; and
 - (d) where welding, galvanising (or any other heat related process) has caused distortion or any other damage.
- 7.9 The Client acknowledges and agrees that:
- (a) Kairos does not represent, agree or warrant that Kairos's Goods or Services will render or keep any Plant free from erosion, corrosion, Legionnaire's disease and/or any algal or bacterial growth; and
 - (b) any chemical cleaning of the Plant pose a high degree of risk, therefore Kairos's liability shall only be restricted to the conditions stated in clause 22.

8. Specifications

- 8.1 The Client acknowledges that all descriptive specifications, illustrations, dimensions and weights stated in Kairos's or the manufacturer's fact sheets, price lists or advertising material, are approximate only and are given by way of identification only. The Client shall not be entitled to rely on such information, and any use of such does not constitute a sale by description, and does not form part of the Agreement, unless expressly stated as such in writing by Kairos.

9. Client's Responsibilities

- 9.1 It is the Client's responsibility to:
- (a) make the premises available on the agreed date and time and have all area clean and clear to enable scheduled Services to be completed. If installation is interrupted by the failure of the Client to adhere to the installation schedule agreed to between Kairos and the Client, any additional costs will be invoiced to the Client as an extra; and
 - (b) remove all fragile items such as glassware, crockery, pot plants, furniture and ornaments. Breakages and damages are the responsibility of the Client. All care will be taken but no responsibility will be accepted by Kairos in this regard; and
 - (c) provide Kairos with facilities, as specified by Kairos (including, but not limited to, a suitable free power source and running water, etc.) for the duration of the Services.
- 9.2 The Client acknowledges that in the event **asbestos** or any other toxic substances are discovered at the site that it is the Client's responsibility to ensure the safe removal of the same. The Client further agrees to indemnify Kairos against any costs incurred by Kairos as a consequence of such discovery. Under no circumstances will Kairos handle removal of asbestos product.

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- 9.3 The Client acknowledges that it is the Client's responsibility to ensure that all Goods, plant or equipment which Kairos is required to install (or to connect any of its Goods to) are of the correct type, size, rating, standard, quality, colour and finish, conform with all relevant Australian standards and local statutory requirements, and are as specified in the specifications, drawings and plans upon which Kairos based the quotation on and therefore, the Client agrees to indemnify Kairos against any costs incurred by Kairos in rectifying such errors if required.
- 10. Access**
- 10.1 The Client shall ensure that Kairos has clear and free access to the site at all times to enable them to undertake the Services. Kairos shall not be liable for any loss or damage to the site (including, without limitation, damage to pathways, driveways and concreted or paved or grassed areas) unless due to the negligence of Kairos.
- 10.2 It is the responsibility of the Client to ensure that access is suitable to accept the weight of laden trucks. The Client agrees to indemnify Kairos against all costs incurred by Kairos in recovering such vehicles in the event they become bogged or otherwise immovable.
- 11. Underground/Hidden Locations**
- 11.1 Prior to Kairos commencing any work the Client must advise Kairos of the precise location of all underground/hidden services on the site and clearly mark the same. The underground/hidden mains & services the Client must identify include, but are not limited to, electrical services, gas services, sewer services, pumping services, sewer connections, sewer sludge mains, water mains, irrigation pipes, telephone cables, fibre optic cables, oil pumping mains, and any other services that may be on the site.
- 11.2 Whilst Kairos will take all care to avoid damage to any underground/hidden services the Client agrees to indemnify Kairos in respect of all and any liability claims, loss, damage, costs and fines as a result of damage to services not precisely located and notified as per clause 11.1.
- 12. Compliance with Laws**
- 12.1 The Client and Kairos shall comply with the provisions of all statutes, regulations and bylaws of government, local and other public authorities that may be applicable to the Services.
- 12.2 The Client shall obtain (at the expense of the Client) all licenses and approvals that may be required for the Services.
- 12.3 The Client agrees that the site will comply with any workplace health and safety (WHS) laws relating to the site and any other relevant safety standards or legislation.
- 13. Title**
- 13.1 Kairos and the Client agree that ownership of the Goods shall not pass until:
- (a) the Client has paid Kairos all amounts owing to Kairos; and
 - (b) the Client has met all of its other obligations to Kairos.
- 13.2 Receipt by Kairos of any form of payment other than cash shall not be deemed to be payment until that form of payment has been honoured, cleared or recognised.
- 13.3 It is further agreed that, until ownership of the Goods passes to the Client in accordance with clause 13.1:
- (a) the Client is only a bailee of the Goods and must return the Goods to Kairos on request;
 - (b) the Client holds the benefit of the Client's insurance of the Goods on trust for Kairos and must pay to Kairos the proceeds of any insurance in the event of the Goods being lost, damaged or destroyed;
 - (c) the Client must not sell, dispose, or otherwise part with possession of the Goods other than in the ordinary course of business and for market value. If the Client sells, disposes or parts with possession of the Goods then the Client must hold the proceeds of any such act on trust for Kairos and must pay or deliver the proceeds to Kairos on demand;
 - (d) the Client should not convert or process the Goods or intermix them with other goods but if the Client does so then the Client holds the resulting product on trust for the benefit of Kairos and must sell, dispose of or return the resulting product to Kairos as it so directs;
 - (e) the Client irrevocably authorises Kairos to enter any premises where Kairos believes the Goods are kept and recover possession of the Goods;
 - (f) Kairos may recover possession of any Goods in transit whether or not Delivery has occurred;
 - (g) the Client shall not charge or grant an encumbrance over the Goods nor grant nor otherwise give away any interest in the Goods while they remain the property of Kairos;
 - (h) Kairos may commence proceedings to recover the Price of the Goods sold notwithstanding that ownership of the Goods has not passed to the Client.
- 14. Personal Property Securities Act 2009 ("PPSA")**
- 14.1 In this clause financing statement, financing change statement, security agreement, and security interest has the meaning given to it by the PPSA.
- 14.2 Upon assenting to these terms and conditions in writing the Client acknowledges and agrees that these terms and conditions constitute a security agreement for the purposes of the PPSA and creates a security interest in all Goods and/or collateral (account) – being a monetary obligation of the Client to Kairos for Services – that have previously been supplied and that will be supplied in the future by Kairos to the Client.
- 14.3 The Client undertakes to:
- (a) promptly sign any further documents and/or provide any further information (such information to be complete, accurate and up-to-date in all respects) which Kairos may reasonably require to;
 - (i) register a financing statement or financing change statement in relation to a security interest on the Personal Property Securities Register;
 - (ii) register any other document required to be registered by the PPSA; or
 - (iii) correct a defect in a statement referred to in clause 14.3(a)(i) or 14.3(a)(ii);

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- (b) indemnify, and upon demand reimburse, Kairos for all expenses incurred in registering a financing statement or financing change statement on the Personal Property Securities Register established by the PPSA or releasing any Goods charged thereby;
 - (c) not register a financing change statement in respect of a security interest without the prior written consent of Kairos;
 - (d) not register, or permit to be registered, a financing statement or a financing change statement in relation to the Goods and/or collateral (account) in favour of a third party without the prior written consent of Kairos;
 - (e) immediately advise Kairos of any material change in its business practices of selling the Goods which would result in a change in the nature of proceeds derived from such sales.
- 14.4 Kairos and the Client agree that sections 96, 115 and 125 of the PPSA do not apply to the security agreement created by these terms and conditions.
- 14.5 The Client waives their rights to receive notices under sections 95, 118, 121(4), 130, 132(3)(d) and 132(4) of the PPSA.
- 14.6 The Client waives their rights as a grantor and/or a debtor under sections 142 and 143 of the PPSA.
- 14.7 Unless otherwise agreed to in writing by Kairos, the Client waives their right to receive a verification statement in accordance with section 157 of the PPSA.
- 14.8 The Client must unconditionally ratify any actions taken by Kairos under clauses 14.3 to 14.5.
- 14.9 Subject to any express provisions to the contrary (including those contained in this clause 14), nothing in these terms and conditions is intended to have the effect of contracting out of any of the provisions of the PPSA.
- 15. Security and Charge**
- 15.1 In consideration of Kairos agreeing to supply the Goods, the Client charges all of its rights, title and interest (whether joint or several) in any land, realty or other assets capable of being charged, owned by the Client either now or in the future, to secure the performance by the Client of its obligations under these terms and conditions (including, but not limited to, the payment of any money).
- 15.2 The Client indemnifies Kairos from and against all Kairos's costs and disbursements including legal costs on a solicitor and own client basis incurred in exercising Kairos's rights under this clause.
- 15.3 The Client irrevocably appoints Kairos and each director of Kairos as the Client's true and lawful attorney/s to perform all necessary acts to give effect to the provisions of this clause 15 including, but not limited to, signing any document on the Client's behalf.
- 16. Defects, Warranties and Returns, Competition and Consumer Act 2010 (CCA)**
- 16.1 The Client must inspect the Goods on Delivery and must within fifteen (15) days of Delivery notify Kairos in writing of any evident defect/damage, shortage in quantity, or failure to comply with the description or quote. The Client must notify any other alleged defect in the Goods as soon as reasonably possible after any such defect becomes evident. Upon such notification the Client must allow Kairos to inspect the Goods.
- 16.2 Under applicable State, Territory and Commonwealth Law (including, without limitation the CCA), certain statutory implied guarantees and warranties (including, without limitation the statutory guarantees under the CCA) may be implied into these terms and conditions (**Non-Excluded Guarantees**).
- 16.3 Kairos acknowledges that nothing in these terms and conditions purports to modify or exclude the Non-Excluded Guarantees.
- 16.4 Except as expressly set out in these terms and conditions or in respect of the Non-Excluded Guarantees, Kairos makes no warranties or other representations under these terms and conditions including but not limited to the quality or suitability of the Goods. Kairos's liability in respect of these warranties is limited to the fullest extent permitted by law.
- 16.5 If the Client is a consumer within the meaning of the CCA, Kairos's liability is limited to the extent permitted by section 64A of Schedule 2.
- 16.6 If Kairos is required to replace the Goods under this clause or the CCA, but is unable to do so, Kairos may refund any money the Client has paid for the Goods.
- 16.7 If the Client is not a consumer within the meaning of the CCA, Kairos's liability for any defect or damage in the Goods is:
- (a) limited to the value of any express warranty or warranty card provided to the Client by Kairos at Kairos's sole discretion;
 - (b) limited to any warranty to which Kairos is entitled, if Kairos did not manufacture the Goods;
 - (c) otherwise negated absolutely.
- 16.8 Subject to this clause 16, returns will only be accepted provided that:
- (a) the Client has complied with the provisions of clause 16.1; and
 - (b) Kairos has agreed that the Goods are defective; and
 - (c) the Goods are returned within a reasonable time at the Client's cost (if that cost is not significant); and
 - (d) the Goods are returned in as close a condition to that in which they were delivered as is possible.
- 16.9 Notwithstanding clauses 16.1 to 16.8 but subject to the CCA, Kairos shall not be liable for any defect or damage which may be caused or partly caused by or arise as a result of:
- (a) the Client failing to properly maintain or store any Goods;
 - (b) the Client using the Goods for any purpose other than that for which they were designed;
 - (c) the Client continuing the use of any Goods after any defect became apparent or should have become apparent to a reasonably prudent operator or user;
 - (d) the Client failing to follow any instructions or guidelines provided by Kairos;
 - (e) fair wear and tear, any accident, or act of God.
- 16.10 In the case of second hand Goods, unless the Client is a consumer under the CCA, the Client acknowledges that it has had full opportunity to inspect the second hand Goods prior to Delivery and accepts them with all faults and that to the extent permitted by law no warranty is given by Kairos as to the quality or suitability for any purpose and any implied warranty, statutory or otherwise, is expressly excluded. The Client acknowledges and agrees that Kairos has agreed to provide the Client with the second hand Goods and calculated the Price of the second hand Goods in reliance of this clause 16.10.
- 16.11 Kairos may in its absolute discretion accept non-defective Goods for return in which case Kairos may require the Client to pay handling fees of up to fifteen percent (15%) of the value of the returned Goods plus any freight costs.
- 16.12 Notwithstanding anything contained in this clause if Kairos is required by a law to accept a return then Kairos will only accept a return on the conditions imposed by that law.

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17. Intellectual Property

- 17.1 Where Kairos has designed, drawn or developed Goods for the Client, then the copyright in any designs and drawings and documents shall remain the property of Kairos. Under no circumstances may such designs, drawings and documents be used without the express written approval of Kairos.
- 17.2 The Client warrants that all designs, specifications or instructions given to Kairos will not cause Kairos to infringe any patent, registered design or trademark in the execution of the Client's order and the Client agrees to indemnify Kairos against any action taken by a third party against Kairos in respect of any such infringement.
- 17.3 The Client agrees that Kairos may (at no cost) use for the purposes of marketing or entry into any competition, any documents, designs, drawings or Goods which Kairos has created for the Client.

18. Default and Consequences of Default

- 18.1 Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of two and a half percent (2.5%) per calendar month (and at Kairos's sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.
- 18.2 If the Client owes Kairos any money the Client shall indemnify Kairos from and against all costs and disbursements incurred by Kairos in recovering the debt (including but not limited to internal administration fees, legal costs on a solicitor and own client basis, Kairos's contract default fee, and bank dishonour fees).
- 18.3 Further to any other rights or remedies Kairos may have under this Contract, if a Client has made payment to Kairos, and the transaction is subsequently reversed, the Client shall be liable for the amount of the reversed transaction, in addition to any further costs incurred by Kairos under this clause 18 where it can be proven that such reversal is found to be illegal, fraudulent or in contravention to the Client's obligations under this Contract.
- 18.4 Without prejudice to Kairos's other remedies at law Kairos shall be entitled to cancel all or any part of any order of the Client which remains unfulfilled and all amounts owing to Kairos shall, whether or not due for payment, become immediately payable if:
- (a) any money payable to Kairos becomes overdue, or in Kairos's opinion the Client will be unable to make a payment when it falls due;
 - (b) the Client has exceeded any applicable credit limit provided by Kairos;
 - (c) the Client becomes insolvent, convenes a meeting with its creditors or proposes or enters into an arrangement with creditors, or makes an assignment for the benefit of its creditors; or
 - (d) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Client or any asset of the Client.

19. Cancellation

- 19.1 Without prejudice to any other remedies Kairos may have, if at any time the Client is in breach of any obligation (including those relating to payment) under these terms and conditions Kairos may suspend or terminate the supply of Goods to the Client. Kairos will not be liable to the Client for any loss or damage the Client suffers because Kairos has exercised its rights under this clause.
- 19.2 Kairos may cancel any contract to which these terms and conditions apply or cancel Delivery of Goods at any time before the Goods are delivered by giving written notice to the Client. On giving such notice Kairos shall repay to the Client any money paid by the Client for the Goods. Kairos shall not be liable for any loss or damage whatsoever arising from such cancellation.
- 19.3 In the event that the Client cancels Delivery of Goods the Client shall be liable for any and all loss incurred (whether direct or indirect) by Kairos as a direct result of the cancellation (including, but not limited to, any loss of profits).
- 19.4 Cancellation of orders for Goods made to the Client's specifications, or for non-stocklist items, will definitely not be accepted once production has commenced, or an order has been placed.

20. Building Industry Fairness (Security of Payment) Act 2017

- 20.1 At Kairos's sole discretion, if there are any disputes or claims for unpaid Goods and/or Services then the provisions of the Building Industry Fairness (Security of Payment) Act 2017 may apply.
- 20.2 Nothing in this contract is intended to have the effect of contracting out of any applicable provisions of the Building Industry Fairness (Security of Payment) Act 2017 of Queensland, except to the extent permitted by the Act where applicable.

21. Privacy Policy

- 21.1 All emails, documents, images or other recorded information held or used by Kairos is Personal Information, as defined and referred to in clause 21.3, and therefore considered Confidential Information. Kairos acknowledges its obligation in relation to the handling, use, disclosure and processing of Personal Information pursuant to the Privacy Act 1988 ("the Act") including the Part IIC of the Act being Privacy Amendment (Notifiable Data Breaches) Act 2017 (NDB) and any statutory requirements, where relevant in a European Economic Area ("EEA"), under the EU Data Privacy Laws (including the General Data Protection Regulation "GDPR") (collectively, "EU Data Privacy Laws"). Kairos acknowledges that in the event it becomes aware of any data breaches and/or disclosure of the Clients Personal Information, held by Kairos that may result in serious harm to the Client, Kairos will notify the Client in accordance with the Act and/or the GDPR. Any release of such Personal Information must be in accordance with the Act and the GDPR (where relevant) and must be approved by the Client by written consent, unless subject to an operation of law.
- 21.2 Notwithstanding clause 21.1, privacy limitations will extend to Kairos in respect of Cookies where transactions for purchases/orders transpire directly from Kairos's website. Kairos agrees to display reference to such Cookies and/or similar tracking technologies, such as pixels and web beacons (if applicable), such technology allows the collection of Personal Information such as the Client's:
- (a) IP address, browser, email client type and other similar details;
 - (b) tracking website usage and traffic; and
 - (c) reports are available to Kairos when Kairos sends an email to the Client, so Kairos may collect and review that information ("collectively Personal Information")

In order to enable / disable the collection of Personal Information by way of Cookies, the Client shall have the right to enable / disable the Cookies first by selecting the option to enable / disable, provided on the website prior to proceeding with a purchase/order via Kairos's website.

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- 21.3 The Client agrees for Kairos to obtain from a credit reporting body (CRB) a credit report containing personal credit information (e.g. name, address, D.O.B, occupation, driver's license details, electronic contact (email, Facebook or Twitter details), medical insurance details or next of kin and other contact information (where applicable), previous credit applications, credit history) about the Client in relation to credit provided by Kairos.
- 21.4 The Client agrees that Kairos may exchange information about the Client with those credit providers and with related body corporates for the following purposes:
- (a) to assess an application by the Client; and/or
 - (b) to notify other credit providers of a default by the Client; and/or
 - (c) to exchange information with other credit providers as to the status of this credit account, where the Client is in default with other credit providers; and/or
 - (d) to assess the creditworthiness of the Client including the Client's repayment history in the preceding two (2) years.
- 21.5 The Client consents to Kairos being given a consumer credit report to collect overdue payment on commercial credit.
- 21.6 The Client agrees that personal credit information provided may be used and retained by Kairos for the following purposes (and for other agreed purposes or required by):
- (a) the provision of Goods; and/or
 - (b) analysing, verifying and/or checking the Client's credit, payment and/or status in relation to the provision of Goods; and/or
 - (c) processing of any payment instructions, direct debit facilities and/or credit facilities requested by the Client; and/or
 - (d) enabling the collection of amounts outstanding in relation to the Goods.
- 21.7 Kairos may give information about the Client to a CRB for the following purposes:
- (a) to obtain a consumer credit report;
 - (b) allow the CRB to create or maintain a credit information file about the Client including credit history.
- 21.8 The information given to the CRB may include:
- (a) Personal Information as outlined in 21.3 above;
 - (b) name of the credit provider and that Kairos is a current credit provider to the Client;
 - (c) whether the credit provider is a licensee;
 - (d) type of consumer credit;
 - (e) details concerning the Client's application for credit or commercial credit (e.g. date of commencement/termination of the credit account and the amount requested);
 - (f) advice of consumer credit defaults, overdue accounts, loan repayments or outstanding monies which are overdue by more than sixty (60) days and for which written notice for request of payment has been made and debt recovery action commenced or alternatively that the Client no longer has any overdue accounts and Kairos has been paid or otherwise discharged and all details surrounding that discharge (e.g. dates of payments);
 - (g) information that, in the opinion of Kairos, the Client has committed a serious credit infringement;
 - (h) advice that the amount of the Client's overdue payment is equal to or more than one hundred and fifty dollars (\$150).
- 21.9 The Client shall have the right to request (by e-mail) from Kairos:
- (a) a copy of the Personal Information about the Client retained by Kairos and the right to request that Kairos correct any incorrect Personal Information; and
 - (b) that Kairos does not disclose any Personal Information about the Client for the purpose of direct marketing.
- 21.10 Kairos will destroy Personal Information upon the Client's request (by e-mail) or if it is no longer required unless it is required in order to fulfil the obligations of this Contract or is required to be maintained and/or stored in accordance with the law.
- 21.11 The Client can make a privacy complaint by contacting Kairos via e-mail. Kairos will respond to that complaint within seven (7) days of receipt and will take all reasonable steps to make a decision as to the complaint within thirty (30) days of receipt of the complaint. In the event that the Client is not satisfied with the resolution provided, the Client can make a complaint to the Information Commissioner at www.oaic.gov.au.

22. Liability Limitations

- 22.1 Except as is specified in clause 16, the liability limitations of Kairos, its partners, associates, and employees shall exclude any indirect loss and/or expense (including, but not limited to, loss of profit, loss of business opportunity and payment of liquidated damages, etc.) suffered by the Client arising out of a breach by Kairos of these terms and conditions.
- 22.2 The maximum liability of Kairos under this Contract shall at no time exceed the amount of Professional Indemnity insurance cover carried by Kairos.
- 22.3 Kairos will not be liable for any losses, claims, proceedings, damages, costs or expenses in respect of or arising directly or indirectly from carrying out the Services, resulting in:
- (a) death, injury or illness to any persons,
 - (b) any loss or damage to property, or
 - (c) further damage to any pre-existing damage in the vicinity of the Services.
- 22.4 The Client agrees to indemnify Kairos, (including its partners, associates or employees) and any other person who may be sought to be made liable in excess of the limit of liability described in clause 22.1 in respect of any activity arising from, or connected with this Contract in respect of any claim of whatsoever kind, that may be made by any person and any costs and expenses that may be incurred by Kairos.
- 22.5 The liability of Kairos to the Client shall expire twelve (12) months from the issue of the last invoice relevant to the particular project, unless in the meantime the Client has made a claim in writing to Kairos, specifying a negligent act, omission or statement said to have caused alleged loss or damage sustained or sustainable.

23. Service of Notices

- 23.1 Any written notice given under this Contract shall be deemed to have been given and received:
- (a) by handing the notice to the other party, in person;
 - (b) by leaving it at the address of the other party as stated in this Contract;

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- (c) by sending it by registered post to the address of the other party as stated in this Contract;
 - (d) if sent by facsimile transmission to the fax number of the other party as stated in this Contract (if any), on receipt of confirmation of the transmission;
 - (e) if sent by email to the other party's last known email address.
- 23.2 Any notice that is posted shall be deemed to have been served, unless the contrary is shown, at the time when by the ordinary course of post, the notice would have been delivered.
- 24. Trusts**
- 24.1 If the Client at any time upon or subsequent to entering in to the Contract is acting in the capacity of trustee of any trust ("Trust") then whether or not Kairos may have notice of the Trust, the Client covenants with Kairos as follows:
- (a) the Contract extends to all rights of indemnity which the Client now or subsequently may have against the Trust and the trust fund;
 - (b) the Client has full and complete power and authority under the Trust to enter into the Contract and the provisions of the Trust do not purport to exclude or take away the right of indemnity of the Client against the Trust or the trust fund. The Client will not release the right of indemnity or commit any breach of trust or be a party to any other action which might prejudice that right of indemnity;
 - (c) the Client will not without consent in writing of Kairos (Kairos will not unreasonably withhold consent), cause, permit, or suffer to happen any of the following events:
 - (i) the removal, replacement or retirement of the Client as trustee of the Trust;
 - (ii) any alteration to or variation of the terms of the Trust;
 - (iii) any advancement or distribution of capital of the Trust; or
 - (iv) any resettlement of the trust property.
- 25. General**
- 25.1 The failure by either party to enforce any provision of these terms and conditions shall not be treated as a waiver of that provision, nor shall it affect that party's right to subsequently enforce that provision. If any provision of these terms and conditions shall be invalid, void, illegal or unenforceable the validity, existence, legality and enforceability of the remaining provisions shall not be affected, prejudiced or impaired.
- 25.2 These terms and conditions and any contract to which they apply shall be governed by the laws of Queensland, the state in which Kairos has its principal place of business, and are subject to the jurisdiction of the courts in that state.
- 25.3 Kairos may licence and/or assign all or any part of its rights and/or obligations under this Contract without the Client's consent.
- 25.4 The Client cannot licence or assign without the written approval of Kairos.
- 25.5 Kairos may elect to subcontract out any part of the Services but shall not be relieved from any liability or obligation under this Contract by so doing. Furthermore, the Client agrees and understands that they have no authority to give any instruction to any of Kairos's sub- contractors without the authority of Kairos.
- 25.6 The Client agrees that Kairos may amend their general terms and conditions for subsequent future contracts with the Client by disclosing such to the Client in writing. These changes shall be deemed to take effect from the date on which the Client accepts such changes, or otherwise at such time as the Client makes a further request for Kairos to provide Goods to the Client.
- 25.7 Neither party shall be liable for any default due to any act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, storm or other event beyond the reasonable control of either party.
- 25.8 Both parties warrant that they have the power to enter into this Contract and have obtained all necessary authorisations to allow them to do so, they are not insolvent and that this Contract creates binding and valid legal obligations on them.