

**AUSTRALIAN FURNITURE REMOVERS ASSOCIATION  
CONTRACT FOR REMOVAL AND STORAGE 2004**

**1. Definitions**

**In these conditions:**

- 1.1 "**We**" means *SOS Removal Man Pty Ltd*, and "**Us**" and "**Our**" have corresponding meanings;
- 1.2 "**You**" means the party entering into the agreement for Services with Us, and includes the party to whom Our quotation is addressed and the party by whom the acceptance is signed, and "**Your**" has a corresponding meaning;
- 1.3 "**Goods**" means all furniture and other effects which are to be the subject of the Services;
- 1.4 "**Services**" means the whole of the work to be undertaken by Us in connection with the Goods including removal and (if applicable) storage;
- 1.5 "**Subcontractor**" means any person other than one of Our employees who, under any agreement or arrangement with Us (whether directly or indirectly) performs or agrees to perform the whole or any part of the Services;
- 1.6 Words in the singular include the plural, and words in one or more genders include all genders.

**2. We are not Common Carriers**

**WE ARE NOT COMMON CARRIERS AND ACCEPT NO LIABILITY AS SUCH. We reserve the right to refuse to quote for the carriage of goods for any particular person and for carriage of any goods or classes of goods at Our discretion.**

**3. Your Obligations and Warranties**

- 3.1 **Information supplied by You.** You warrant that any information which You have provided to Us and on which We have reasonably relied in assessing any quotation or estimate of the resources necessary to carry out the work is accurate.
- 3.2 **Owner or Authorised Agent.** You warrant that, in entering into this agreement, You are either the owner of the Goods, or the authorised agent of the owner.
- 3.3 **Presence at Loading/Unloading.** You will ensure that You or some person on your behalf is present when the Goods are loaded or unloaded, except if they are being unloaded into or loaded from store.
- 3.4 **Dangerous Goods.** You warrant that the Goods do not include any firearms or goods which are or may become of a dangerous, corrosive, highly combustible, explosive, damaging or noxious nature nor likely to encourage any vermin or pest unless You have disclosed to Us in writing the presence and nature of any such items prior to them being made available to Us for loading or storage. We may refuse to remove or store such items. If We discover any article or substance of this nature after the Goods have been received by Us, We may take any reasonable action, including destruction or disposal, as We may think fit without incurring any liability to You.
- 3.5 **Fragile Goods and Valuable Items.** You will, prior to the commencement of the removal or storage, give to Us written notice of any Goods which are of a fragile or brittle nature and which are not readily apparent as such, or which comprise jewellery, precious objects, works of art, money, collections of items or precision equipment in any case having a value in excess of \$1,000.
- 3.6 **Goods Left Behind or Moved in Error.** You will ensure, to the best of Your ability, that all Goods to be removed (other than Goods being removed from store) or stored are uplifted by Us and that none is taken in error.

**4. Method of Carriage and Subcontractors**

- 4.1 **Mode of Carriage.** We shall be entitled to carry the Goods by any reasonable route (having regard to all the circumstances including the nature and destination of any other Goods being carried on the vehicle) and by any reasonable means.
- 4.2 **Subcontractors.** We may use a Subcontractor or Subcontractors to undertake the whole or any part of the Services, but if We do so, We will continue to be responsible to You for the performance of the Services.

- 4.3 **Liability of Subcontractors and Employees.** Any provisions in these conditions which limit Our liability also apply to Our Subcontractors and to Our employees and to the employees of Our Subcontractors. For the purposes of this subclause, We are, or are deemed to be, acting as agent or trustee on behalf of each of the persons referred to, and each of them shall to that extent be deemed to be parties to this agreement.

**5. Delivery**

- 5.1 We shall not be bound to deliver the Goods except to You or a person authorised in writing by You to receive the Goods. If We cannot deliver the Goods either because there is no authorised person there to receive them on Our arrival, or because We cannot gain access to the premises, or for any other reason beyond Our control, We will be entitled to unload the Goods into a warehouse, and will be entitled to charge an additional amount for storage and for the subsequent re-delivery of the Goods. If this happens, We will endeavour to contact You to ascertain whether You have any alternate instructions.

**6. Storage Conditions**

- 6.1 **Inventory.** We will prepare an inventory of Goods received for storage and will ask You to sign that inventory. You will be provided with a copy of the inventory. If You sign the Inventory, or do not do so and fail to object to its accuracy within 7 days of receiving it from Us, the inventory will be conclusive evidence of the Goods received by Us. The inventory will disclose only visible items and not any contents unless You ask for the contents to be listed, in which case We will be entitled to make a reasonable additional charge.
- 6.2 **Contact Address.** You agree to advise Us of an address to which We can forward any notice or correspondence, and to promptly notify Us of any change of address.
- 6.3 **Price Changes.** Our storage charges will be as quoted to You for the first 26 weeks of storage. After 26 weeks, We may change the storage charges from time to time on giving 28 days' written notice to You.
- 6.4 **Warehouse Change.** We are authorised to remove the Goods from one warehouse to another without cost to You. We will notify You of the removal and advise the address of the warehouse to which the Goods are being removed. Not less than 5 days before removal (except in emergency, when such notice will be given as soon as possible).
- 6.5 **Inspection of Goods in Store.** You are entitled, upon giving Us reasonable notice, to inspect the Goods in store, but a reasonable charge may be made by Us for this service.
- 6.6 **Removal From Storage.** Subject to payment for the balance of any fixed or minimum period of storage agreed, You may require the Goods to be removed from store at any time on giving Us not less than 5 working days' notice. If You give Us less notice, We will still use Our best endeavours to meet your requirement, but shall be entitled to make a reasonable additional charge for the short notice.
- 6.7 **Compulsory Removal and Disposal.** You agree to remove the Goods from storage within 28 days of a written notice of requirement from Us to do so. In default, We may, after 14 days' notice to You, SELL ALL OR ANY OF THE GOODS by public auction or, if that is not reasonably practicable, by private treaty and apply the net proceeds in satisfaction of any amount owing by You to Us.

**7. Charges and Payments**

- 7.1 **Variation of Work Required and Delay.** If the work You ultimately require Us to do varies from the work for which a quotation or estimate has been given, or if We are prevented from or delayed in undertaking the Services of any part thereof (except where that prevention or delay results from a factor within Our control), will also be entitled to make a reasonable additional charge. We will also be entitled to reimbursement from You of any amount which We have been required to pay to a third party (other

than a Subcontractor) to obtain or effect delivery of the Goods.

- 7.2 Alteration of Dates.** If a date for the performance by Us of any Services is agreed upon in the quotation and acceptance or subsequently, and You require that date to be altered or the Goods are not available on that date, We will be entitled to make a reasonable additional charge for any loss or additional expense occasioned by such alteration or unavailability.
- 7.3 Payment by Third Party.** If You arrange with Us or instruct Us that Our charges are to be paid by a third party, and if that party does not pay the charges within 14 days of the date set for payment or, if no date is set for payment, within 14 days of the date of invoice, You agree to thereupon pay the charges.
- 7.4 Default Charges.** If amounts are outstanding from You to Us for more than 30 days, We will be entitled to charge interest at the Commonwealth Bank maximum personal overdraft interest rate for amounts not exceeding \$100,000 from time to time, calculated on daily rests.
- 7.5 Contractual Liens.** All Goods received by Us will be subject to a general lien for any moneys due by You to Us relating to any Services provided under this or any other agreement. Without prejudice to any other rights which We may have under this contract or otherwise at law, if any amounts have been outstanding for a period of 26 weeks, We may give 28 days' written notice to You of intention to sell, and if the outstanding amount is not paid within that period, We may SELL ALL OR ANY OF THE GOODS by public auction or, if that is not reasonably practicable, by private treaty and apply the net proceeds in satisfaction of the amount due.
- 8. Loss or Damage – Private Removals and Storage**
- 8.1 Australian Consumer Law.** Except where the Services are required by You for the purposes of a business, trade, profession or occupation in which You are engaged, this agreement will be subject to the guarantees set out in section 60, 61 and 62 of the *Australian Consumer Law* (as enacted as Schedule 2 of the *Competition and Consumer Act 2010*) being, in particular, a guarantee that the Services will be rendered with due care and skill, and the following conditions of this clause 8 will apply.
- 8.2 Exclusions.** We will not be liable for any loss or damage nor any delay which results from any cause beyond Our control
- 8.3 Damage to Goods – Packaging.** If the Goods sustain damage by reason of defective or inadequate packing or unpacking, and the packing or unpacking (as the case may be) was not undertaken by Us or a Subcontractor, We will not be liable.
- 8.4 Damage to Goods – Inherent Risk.** Certain goods (including electrical and mechanical appliances, computer equipment, scientific instruments and certain musical instruments) are inherently susceptible to suffer damage or disorder upon removal. Unless that damage or disorder results from the want of due care and skill on Our part, We will not be liable.
- 8.5 Notification of Loss or Damage.** Any claim for loss or damage under this clause 8 is to be notified by You to Us in writing, or by telephone and later confirmed in writing, within a reasonable time after the date of delivery. We will have the best chance of locating any misplaced items, or ascertaining the cause of damage, if that notification is given to Us within 2 working days.

**8.6 Maximum Value of Goods.** In any claim for loss or damage under this clause 8, any estimate of the value of the Goods which You have provided to Us, whether for the purposes of insurance or otherwise, will be prima facie evidence that the total value of the Goods did not exceed that estimate at the time of loss or damage.

**9. Loss or Damage – Commercial Removals and Storage**

- 9.1 Application.** If the Services are required by You for the purposes of a business, trade, profession or occupation in which You are engaged, the following conditions of this clause 9 will apply.
- 9.2 Negligence.** We will only be liable for loss or damage resulting from Our negligence, and in any event that liability will be limited to \$100 per item or package, or \$1,000 in respect of all Goods moved or stored under this agreement (whichever is the lesser).
- 9.3 Claims.** In circumstances where We are liable under subclause 9.2, notice of the claim must be given by You to Us as soon as possible, and written notice must be given within 14 days of the date of delivery or, in the case of loss, the date upon which the Goods would ordinarily have been delivered, failing which We will have no further liability.

**10. Insurance**

- 10.1 Insurance.** You may, of course, arrange insurance with an insurer of Your choice.
- 10.2 Assignment.** If We, in discharge of any liability, make payment of any amount to You in respect of loss of, damage to or delay in delivery of the Goods, You hereby assign to Us all rights which You have under any policy of insurance to recover that amount and You hereby irrevocably appoint Us as your attorney with full power in Your name to claim and recover that amount and You will execute all documents and provide all information as may be necessary to enable Us to obtain the full benefit of this clause.

**11. Disputes**

- 11.1 Notification of Dispute.** If You or We consider that a dispute has arisen in relation to this agreement (either during the Services, or after they have been completed), written notice of the dispute will be given to the other party. Even if that notice is given, You and We must continue to perform any obligations outstanding by Us under the agreement.
- 11.2 Dispute Resolution.** If You and We cannot resolve the dispute between Us, You are entitled to refer the dispute to the Australian Furniture Removers Association (telephone 1800 671 806) which has procedures for dispute resolution, and We, but not You, will be bound by the outcome of that referral.

**12. Variation and Notice**

- 12.1 Variation.** The terms of these conditions cannot be varied other than by Your and Our mutual consent. Our consent can only be given by a proprietor, director, secretary or manager, and must be evidenced in writing.
- 12.2 Notice.** Any notice to be given by Us to You may be given personally or by prepaid post addressed to Your address last known to Us, or by facsimile to a facsimile number at that address, or by electronic mail.

**13. Applicable Law**

- 13.1** The law which governs this agreement will be the law applicable in the place in which the agreement is made.

## 14. AUSTRALIAN FURNITURE REMOVERS ASSOCIATION - APPENDIX A

These terms and conditions are to be read in conjunction with the Terms and Conditions contained in the Australian Furniture Removers Association Contract for Removal and Storage. If there are any inconsistencies between the two documents then the Terms and Conditions contained in the Australian Furniture Removers Association Contract for Removal and Storage shall prevail.

1. **Privacy Act 1988**
  - 1.1 You and/or the Guarantor/s agree for Us to obtain from a credit reporting agency a credit report containing personal credit information about You and the Guarantor/s in relation to credit provided by Us.
  - 1.2 You and/or the Guarantor/s agree that We may exchange information about You and the Guarantor/s with those credit providers either named as trade referees by You or named in a consumer credit report issued by a credit reporting agency for the following purposes:
    - (a) to assess an application by You; and/or
    - (b) to notify other credit providers of a default by You; and/or
    - (c) to exchange information with other credit providers as to the status of this credit account, where You are in default with other credit providers; and/or
    - (d) to assess the credit worthiness of You and/or the Guarantor/s.
  - 1.3 You consent to Us being given a consumer credit report to collect overdue payment on commercial credit (Section 18K(1)(h) Privacy Act 1988).
  - 1.4 You agree that personal credit information provided may be used and retained by Us for the following purposes and for other purposes as shall be agreed between You and Us or required by law from time to time:
    - (a) provision of Services; and/or
    - (b) marketing of Services by Us, Our agents or distributors in relation to the Services; and/or
    - (c) analysing, verifying and/or checking Your credit, payment and/or status in relation to provision of Services; and/or
    - (d) processing of any payment instructions, direct debit facilities and/or credit facilities requested by You; and/or
    - (e) enabling the daily operation of Your account and/or the collection of amounts outstanding on Your account in relation to the Services.
  - 1.5 We may give information about You to a credit reporting agency for the following purposes:
    - (a) to obtain a consumer credit report about You; and/or
    - (b) allow the credit reporting agency to create or maintain a credit information file containing information about You.
2. **Default & Consequences of Default**
  - 2.1 Interest on overdue invoices shall be payable as per clause 7.4 of the Australian Furniture Removers Association Contract for Removal and Storage.
  - 2.2 If You default in payment of any invoice when due, You shall indemnify Us from and against all costs and disbursements incurred by Us in pursuing the debt including legal costs on a solicitor and own client basis and Our collection agency's costs.
  - 2.3 Without prejudice to any other remedies We may have, if at any time You are in breach of any obligation (including those relating to payment), We may suspend or terminate the supply of Goods and/or Services to You and any of Our other obligations under the terms and conditions. We will not be liable to You for any loss or damage You suffer because We have exercised Our rights under this clause.
  - 2.4 If any account remains overdue after thirty (30) days then an amount of the greater of twenty dollars (\$20.00) or ten percent (10.00%) of the amount overdue (up to a maximum of two hundred dollars (\$200.00)) shall be levied for administration fees which sum shall become immediately due and payable.
- 2.5 Without prejudice to Our other remedies at law We shall be entitled to cancel all or any part of any order of yours which remains unfulfilled and all amounts owing to Us shall, whether or not due for payment, become immediately payable in the event that:
  - (a) any money payable to Us becomes overdue, or in Our opinion You will be unable to meet your payments as they fall due; or
  - (b) You become insolvent, convene a meeting with your creditors or proposes or enters into an arrangement with your creditors, or makes an assignment for the benefit of your creditors; or
  - (c) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of you or any asset of yours.
3. **Intellectual Property**
  - 3.1 Where We have designed, drawn or written items for You, then the copyright in those designs and drawings and documents shall remain vested in Us, and shall only be used by You at Our discretion.
  - 3.2 You warrant that all designs or instructions to Us will not cause Us to infringe any patent, registered design or trademark in the execution of your order and You agree to indemnify Us against any action taken by a third party against Us in respect of any such infringement.
4. **Security And Charge**
  - 4.1 Despite anything to the contrary contained herein or any other rights which We may have howsoever:
    - (a) where You and/or the Guarantor (if any) is the owner of land, realty or any other asset capable of being charged, both You and/or the Guarantor agree to mortgage and/or charge all of your joint and/or several interest in the said land, realty or any other asset to Us or Our nominee to secure all amounts and other monetary obligations payable under these terms and conditions. You and/or the Guarantor acknowledge and agree that We (or Our nominee) shall be entitled to lodge where appropriate a caveat, which caveat shall be withdrawn once all payments and other monetary obligations payable hereunder have been met.
    - (b) should We elect to proceed in any manner in accordance with this clause and/or its sub-clauses, You and/or the Guarantor shall indemnify Us from and against all of Our costs and disbursements including legal costs on a solicitor and own client basis.
    - (c) You and/or the Guarantor (if any) agree to irrevocably nominate, constitute and appoint Us or Our nominee as your and/or the Guarantor's true and lawful attorney to perform all necessary acts to give effect to the provisions of this clause 4.1.
5. **Force Majeure**
  - 5.1 Neither party shall be liable for any default due to any act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, drought, storm or other event beyond the reasonable control of either party.
6. **General**
  - 6.1 A non-refundable deposit is required at the time of booking. The deposit amount will be specified by Us and will not be refunded even if You cancel the removal.
  - 6.2 Seven (7) days notice prior to the scheduled removal date is required to change the date of removal. If less than seven (7) days notice is given, the deposit shall be non-transferable and a further deposit will be required from You to secure the new booking date. In all other circumstances the deposit will be transferable provided We can accommodate your removal on the proposed new booking date.

In accordance with the Privacy Act (1988) I authorise any person to give information as may be required in response to credit inquiries. I have read and understand the Australian Furniture Removers Association Contract for Removal and Storage which forms part of, and is intended to be read in conjunction with this Appendix and agree to be bound by the terms and conditions in both documents.