

Inclusive Delivery

– Terms



1. Delivery Areas

We reserve the right to:

- i. Refuse Delivery to inaccessible areas.
 - ii. Refuse Free Delivery for any order prior to dispatch.
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2. People

We reserve the right not to deliver directly to end customers.

In such cases, goods may instead be:

- i. Delivered to an approved trade partner, distributor, or collection point, or
 - ii. Made available for collection from a designated warehouse or depot.
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3. Delivery Method

Free Delivery applies only to standard kerbside or ground floor delivery of boxes or small skids/pallets items that:

- i. Can be safely handled by one person, and
- ii. Fit through a standard doorway (approximately 800 mm width).

Free Delivery **does not include** any additional handling, positioning, or lifting requirements.

Customers are responsible for ensuring that delivery access is **clear, safe, and suitable** for the delivery. Failure to provide adequate access may result in a **futile delivery**, with rescheduling and additional charges applied.

Delivery dates and times are **estimates only**, and the Company is not liable for delays

4. Failed or Missed Deliveries

If delivery cannot be completed due to the Customer's fault — including, but not limited to:

- i. No one available to receive the goods
- ii. Incorrect or incomplete address details
- iii. Restricted access
- iv. Refusal of delivery based on suspicion of damage

NO further re-delivery attempts will be made under the Free Delivery Service.

In such circumstances, We will at our discretion:

- i. **Charge a re-delivery fee** not exceeding **10% of the order value**, and/or
- ii. **Return the goods** to the nearest Company depot or distribution point. The Customer will be notified and must **arrange collection** of the goods at their own cost within **five (5) business days** of notification.

If the Customer fails to collect the goods within the specified time, or does not proceed with payment of the applicable re-delivery fee, the following will apply:

- i. The goods will be **returned to The Good Lady Head Office in Sydney**, and a **10% futile delivery fee** (based on the order value) will be charged to cover handling, storage, and administration costs. We will further:
 - a. **Withhold further deliveries or the release of goods** until all outstanding charges are paid in full.
 - b. **Not be held responsible** for any costs, delays, or losses arising from failed or futile deliveries.

5. Returns & Collections

- i. Where goods are to be returned or exchanged, the Customer is responsible for all return transport costs as well as any applicable restocking fees.
- ii. The Company may, at its discretion, arrange return transport on the Customer's behalf. In such cases, a return transport fee not exceeding 10% of the value of the item will apply to cover handling, administration, and transport costs.
- iii. Alternatively, the Customer may choose to use their own approved carrier or transport service to return the goods. In this case, liability for the goods shifts to the Customer once they leave the Customer's possession, and the Company will not be responsible for any loss, damage, or delay occurring during transit.

6. Risk & Title

Risk in the goods **passes to the Customer upon delivery** at the designated location.

- i. The Customer must **inspect the goods immediately upon delivery** and notify the Company in writing of any visible damage, shortage, or discrepancy **within 24 hours**.
 - ii. Failure to provide such notification will be deemed as **acceptance that the goods were received in good condition**.
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7. Limitation of Liability

The Company will **not be liable for indirect, incidental, or consequential losses** resulting from delivery delays, missed deliveries, failed deliveries, or damage occurring after delivery.

Turnkey Assembly & Appliance Positioning Policy – Terms



1. Service Overview

The Company offers a **Turnkey Assembly and Positioning Service** for selected appliances and equipment. This service includes:

- i. Assembly of the appliance and its accessories as per manufacturer specifications.
- ii. Positioning the appliance at the agreed delivery location.
- iii. Removal of packaging materials from the delivery area where feasible.

This service is designed to provide a complete pre-installation-ready setup for the Customer.

2. Service Availability

- i. The Turnkey Service must be requested and confirmed **prior to dispatch**.
 - ii. This service **cannot be added to an order after it has been dispatched**.
 - iii. Service availability may be restricted based on geographic location, appliance type, or site conditions.
 - iv. We reserve the right to refuse the service in locations deemed inaccessible, unsafe, or unsuitable.
 - v. We reserve the right to refuse any Turnkey Service request without providing an explanation
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3. Customer Responsibilities

The Customer is responsible for ensuring that:

- i. The delivery and assembly site is accessible, safe, and clear of obstacles.
- ii. Any structural or site modifications required for positioning and assembly are completed before delivery.
- iii. Compliance with all relevant safety regulations at the delivery site.
- iv. Any tools, equipment, or additional materials required for assembly that are not provided by the Company are available at the site.
- v. All information provided about the site and requirements is accurate and complete.

Failure to meet these responsibilities may result in:

- i. Rescheduling of the service,
- ii. Additional fees, or
- iii. Cancellation of the service.

If the service is cancelled due to the Customer's responsibilities outlined above.

- i. We will not re-attend, and goods will be left either at the shop or the nearest designated point.
- ii. No refund of service fees will be provided for a deemed futile service request unless otherwise agreed in writing.

4. Returns or Exchanges

Once the Turnkey Assembly & Positioning Service is selected, no refunds or exchanges are available, and the Customer absolves themselves of any right to make a claim regarding the goods once the service has been chosen.

Additional conditions include:

- i. Goods are typically delivered unassembled, without packaging, or in a modified form suitable for assembly.
- ii. Changes of mind or returns — even with restocking fees — are not accepted once this service has been selected.
- iii. Goods delivered as part of the Turnkey Service may display scuff marks, scratches, or pre-assembly work performed prior to delivery.
- iv. The Customer acknowledges and accepts that such marks or minor imperfections are normal and inherent to the service.
- v. Such imperfections cannot be used as grounds to reject delivery or claim that the goods are not in new condition.

5. Service Limitations

- i. This service is strictly for assembly and positioning. We do not provide installation, plumbing, electrical, or gas work.
- ii. Assembly and positioning are limited to standard doorway and floor access at the delivery location.

- iii. Standard handling and lifting are included; however, stair access, positioning over counters, full disassembly of appliances, or any specialized handling is not included and will incur additional charges.
 - iv. If the Customer does not advise the Company of any non-standard access or handling requirements prior to delivery, We may cancel the service. In such cases, no refunds of the service fees will be provided.
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6. Risk & Liability

- i. Risk in the goods passes to the Customer upon delivery at the designated location.
- ii. The Company does not accept liability for damage caused by pre-existing site conditions, inadequate access, or improper preparation.
- iii. The Company does not accept liability for damage to the property or surroundings during the assembly and positioning process.
- iv. The Company does not accept liability for any damage to the appliance during the assembly or positioning process. v. The Company will not be liable for any indirect, consequential, or incidental losses arising from the assembly or positioning service.

By selecting this service, the Customer acknowledges and accepts that assembly and positioning work carries inherent risks, and the Company is absolved of any liability associated with such risks.

Condition of Goods

The Goods delivered as part of the Turnkey Assembly & Positioning Service may display scuff marks, scratches, or evidence of pre-assembly work performed prior to delivery and may arrive without original packaging. The Customer acknowledges and accepts that these minor marks or imperfections, and the absence of original packaging, are normal and inherent to the service, and cannot be used as grounds to reject delivery or claim that the goods are not in new condition.

By selecting this service, the Customer acknowledges and accepts that The Good Lady is absolved of any liability associated with Delivery condition.

| 7. Failed or Rescheduled Services

- i. If the Turnkey Service cannot be completed due to the Customer's fault (e.g., inaccessibility, incorrect preparation, absence at the time of delivery), no further positioning and assembly attempts will be made. We will not re-attend, and goods will be left at the nearest designated point in the shop.
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| 8. Policy Changes

The Company reserves the right to modify, suspend, or withdraw the Turnkey Service at any time without prior notice. Confirmed orders with the service already requested will not be affected.

Technical Services Terms & Conditions



1. Service Overview

The Company provides technical services on equipment, which may include, but are not limited to:

- i. Commissioning of equipment.
- ii. Maintenance, inspection, or diagnostic services.
- iii. Repairs, adjustments, or calibration of equipment.

These services are intended to ensure that equipment operates according to manufacturer specifications and industry standards.

2. Commissioning Services

- i. The Company provides a free, inclusive commissioning service for all gas appliances and other specified equipment as listed in the pricebook.
 - ii. The equipment must be installed by a licensed installer and tested for operational readiness prior to the Company's attendance.
 - iii. Failure to ensure proper installation and pre-testing will be considered a futile commissioning attempt, and the Company will not return to the item or provide any service reattempt without additional arrangements.
 - iv. By requesting commissioning, the Customer acknowledges that they are responsible for meeting these preconditions, and the Company is not liable for delays, damage, or additional costs arising from non-compliance.
 - v. After attendance, if the Company identifies any anomalies, non-compliance, or installation issues that prevent proper commissioning, the Customer will be notified immediately. Any subsequent return visits for re-commissioning will be charged at the Company's standard technical service rates
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3. Configuration Changes & Product Modifications

- i. The Company offers configuration change services as specified in the Pricebook.
- ii. Once this service is selected, the product will be modified, opened, and tested as part of the configuration process.

- iii. The Customer acknowledges that during this process the product may appear used, show minor marks, or be in a condition that differs from its original packaging.
 - iv. Refunds, returns, or claims for product condition cannot be accepted once this service has been selected.
 - v. The Customer accepts these conditions as inherent to the configuration service and absolves the Company of any liability related to the product's appearance, condition or packaging post-modification.
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4. Customer Responsibilities

The Customer is responsible for ensuring the following prior to our attendance:

i. Accurate Information

- All details provided about the equipment, site, and service requirements must be complete and correct.
- Any special access requirements, handling constraints, or site conditions must be communicated in advance.

ii. Site Preparedness

- The delivery/service location must be safe, accessible, and free of obstacles.
- Any structural, electrical, plumbing, or mechanical modifications required for proper service must be completed beforehand.
- All relevant safety regulations must be observed at the site.

iii. Equipment Readiness

- For commissioning services, the equipment must be correctly installed by a licensed installer and tested for operational readiness.
- All tools, equipment, or consumables required for the service that are not provided by the Company must be available.

iv. Availability

- The Customer or an authorized representative must be present during the service at the agreed time.

v. Communication & Compliance

- Any known anomalies, prior faults, or manufacturer warnings must be disclosed before service begins.
- The Customer must follow all instructions provided by the Company's technicians regarding safe operation and preparation of equipment.

Consequences of Non-Compliance:

- The Company may reschedule, cancel, or refuse the service if responsibilities are not met.
 - Any cancelled or futile service attempts will be **charged at standard rates**, and the Company will not be liable for delays or additional costs.
 - The Customer absolves the Company of any claims related to incomplete, delayed, or failed services caused by non-compliance.
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5. Risk and Liability

- i. Risk in the equipment remains with the Customer during the service.
- ii. The Company does not accept liability for damage caused by pre-existing equipment faults, site conditions, or improper preparation.
- iii. The Company does not accept liability for indirect, consequential, or incidental losses arising from the service.
- iv. By requesting technical services, the Customer acknowledges that such services carry inherent risks, and the Company is absolved of any liability associated with those risks within reasonable expectations of standard service practices.

By selecting this service, the Customer acknowledges and accepts that configuration services carry inherent risks, and the Company is absolved of any liability associated with such risks.

6. Condition of Goods

The Goods delivered as part of the Configuration Services may display scuff marks, scratches, or evidence of pre-technician work performed prior to delivery and may arrive without original packaging. The Customer acknowledges and accepts that these minor marks or imperfections, and the absence of original packaging, are normal and inherent to the service, and cannot be used as grounds to reject delivery or claim that the goods are not in new condition.

By selecting this service, the Customer acknowledges and accepts that The Good Lady is absolved of any liability associated with Delivery condition.

7. Policy Changes

The Company reserves the right to modify, suspend, or withdraw technical services at any time without prior notice. Confirmed bookings will not be affected unless unavoidable.