



BRIGHT PRINT

TOTAL COMMUNICATION SOLUTIONS

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TERMS AND CONDITIONS

1. INTRODUCTION

1.1 Application of these Terms and Conditions

These terms and conditions are incorporated into any contract between a Printer and Customer for the supply of Goods and/or services by the Printer 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 the State or Territory in which the Printer's premises are located;
- "Customer"** means any person or corporation purchasing Goods and/or services from the Printer.
- "Estimate"** means the estimate referred to in sub-clause 2.1 (b) (and as may be amended in accordance with clause 2.4);
- "Goods"** means the final goods produced by the Printer in accordance with the Order;
- "GST"** means A New Tax System (Goods and Services Tax) Act, 1999;
- "Interest Rate"** means the aggregate of two percentum (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;
- "Printer"** means W.R. Bright & Sons (Fairfield) Pty Ltd t/as Bright Print.
- "Quote"** means the quote described in clause 2.1.
- "Written"** means original, facsimiled or emailed document.

1.3 General

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

- the singular includes the plural and vice versa;
- a reference to a clause is a reference to a clause of these Terms and Conditions;
- 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;
- where an expression is defined, another part of speech or grammatical form of that expression has a corresponding meaning;
- 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 convenient reference 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;

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

2. QUOTES

2.1 Printer to supply quote

The Printer may if, requested by the Customer, give the Customer a quote specifying:

- the work required to be done in order to fulfil the Customer's instructions; and
- an estimate of the Printer's charge for the performance of such work.

2.2 Acceptance by Customer

Where the Printer has given the Customer a Quote:

- The Printer need not commence work until the Quote has been accepted by the Customer.
- The Customer may accept the Quote by instructing (orally or in writing) the Printer to commence work.
- 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 these Terms and Conditions.

2.4 Printer may revise Estimate

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

3. CHARGES

3.1 Cancelled Orders

The Customer agrees to compensate the Printer for any reasonable costs incurred for work done and materials used to date of cancellation of any Quote accepted or Order placed which is subsequently cancelled prior to completion.

3.2 Invoice

Subject to clause 5.3, when the Order has been completed, the Printer will issue an Invoice to the Customer for the amount of Estimate or, if no Estimate was made, for an amount representing the Printer's charge for the work done in filling the Order, and for any of the charges specified in clause 3.3.

3.3 Additional Charges

In addition to the amount of the Estimate, or where no Estimate was given, in addition to the amount representing the Printer's charge for the work done, the Printer may charge to the Customer, with the Customer's prior consent:

- fees for any preliminary work performed at the Customer's request;
- fees for additional work required to be done as a result of the Customer changing his, her or it's instructions;
- fees for having to work from poor copy;
- fees for work which involves tables or foreign language and which was not notified to the Printer before the Quote was prepared;
- fees for additional work required to be done as a result of author's corrections, including repagination or reformatting;
- fees for additional work required to be done urgently, including any overtime cost;
- fees for handling or storing material or equipment supplied by the Customer for the purpose of the Order;
- fees for changing or correcting, in order to ensure that the Goods are properly produced, any plates, film, bromides, artwork or any document including computer files supplied for the purposes of the Order by the Customer;
- freight costs and charges; and
- other charges, fees or disbursements referred to in these Terms and Conditions and not specified in this clause.

3.4 For the purposes of these Terms and Conditions:

- The term **"Printer's charge"** refers in each case to the standard or usual fee charged by the Printer from time to time in respect of the Order.
- The term **"preliminary work"** means all and any work performed by the Printer 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 the Printer at the time when the Printer supplied the Estimate.
- The term **"additional work"** includes all work undertaken by the Printer as a consequence of the Customer's variation, alteration or modification of it's instructions in relation to the Order.
- The term **"freight costs and charge"** includes all costs and expenses incurred by the Printer in removing the Goods from it's premises, whether by way of actual or attempted delivery to the Customer or otherwise.

4. DELIVERY

4.1 Collection

- The Customer must collect Goods from the Printer's premises upon being notified by the Printer that the Goods are ready for collection. If the Printer agrees to deliver the Goods, the Customer shall bear all freight costs and charges of such delivery.
- The times quoted for delivery are estimates only and the Printer accepts no liability for failure or delay in delivery of Goods. The Customer is not relieved of any obligation to accept or pay for Goods by reason of any delay in delivery. Goods may be delivered by instalments at the discretion of the Printer.

4.2 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 the Printer of the rejection:

- if the Printer agrees to deliver the Goods to the Customer's premises – within 7 days of delivery (or such other time as is mutually agreed);
- Otherwise – within 7 days of notification that the Goods are ready for collection (or such time as is mutually agreed)

4.3 Risk

The risk in the Goods passes to the Customer;

- if the Printer delivers the Goods to the Customer's premises – at the time of delivery;
- otherwise – at the time the Printer 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 the Printer at the time the Customer notifies the Printer that the Goods are rejected.

5 PAYMENT**5.1 Time for Payment**

The Customer must, within 30 days of the last day of the month of invoice, pay to the Printer all amounts set out in the invoice.

5.2 Interest

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

5.3 Withhold of further Goods/Services

If Customer is in default, the Printer may at its option suspend further deliveries of Goods/Services without prejudice to any of its existing rights.

5.4 Advance and progress payments

- (a) The Printer may issue an invoice for the amount of the Estimate before commencing the Order where the Printer has not previously carried out work for the Customer or where the Printer considers it otherwise prudent to do so.
- (b) The Printer may, in the event that the Printer 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 the Printer'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, the Printer may issue an invoice for a particular sum (to be specified by the Printer) for the work already done and for other costs incurred by the Printer (such as storage costs).

5.5 Damages

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

6 NON – PAYMENT**6.1 Retention of ownership**

Until the Customer has paid all sums due and payable by the Customer to the Printer in relation to the Goods:

- (a) Title in the Goods shall not pass from the Printer to the Customer.
- (b) If the Goods are in the Customer's possession, the Customer shall hold the Goods as bailee for the Printer and must store the Goods so that they are clearly identifiable as the property of the Printer.
- (c) The Printer may call for and recover possession of Goods (for which purposes the Printer'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.
- (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 the Printer and the Customer shall account to the Printer for those sums; and
 - (ii) if the Printer requires, the Customer shall assign to the Printer the Customer's claim against the third party and shall execute all documents necessary to effect that assignment.

6.2 Payment of Collection costs

The Customer shall undertake to pay the account in full on or before the due date. In default of such prompt payment, the Printer reserves the right to charge, and the Customer undertake to pay late payment fees of 5% per month on any amount outstanding and not subject to a good faith dispute and to indemnify the Printer and pay all costs and expenses on a solicitor and own client basis if legal action is necessary and/or the fees of any collection agency whose services the Printer may engage in recovering from the Customer any overdue amount, pursuant to clause 5.4

7 LIABILITY**7.1 Proofs**

If the Printer submits to the Customer a proof of Goods the Printer 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 Guarantees

- (a) The Printer's Goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. The Customer is entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. The Customer is also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.
- (b) Notwithstanding the preceding clause, the liability of the Printer in respect of a breach of a consumer guarantee or any warranty made under these Terms and Conditions for any Goods not of a kind ordinarily acquired for personal, domestic or household use is limited, to the extent permissible by law and at the option of the Printer:

- (i) In relation to the Goods to:

- (A) replacing the Goods or the supply of equivalent Goods;
- (B) the repair of the Goods;
- (C) the payment of the cost of replacing the Goods or of acquiring equivalent Goods; or
- (D) the payment of the cost of having the Goods repaired.

- (ii) In relation to any services, to:

- (A) re-supplying the services; or
- (B) reimbursing the Customer for paying someone else to supply the services.

- (c) To the extent permitted by law, all other warranties whether implied or otherwise, not set out in these Terms and Conditions are excluded and the Printer is not liable in contract, tort (including, without limitation, negligence or breach of statutory duty) or otherwise to compensate the customer for:
 - (i) any increased costs or expenses;
 - (ii) any loss of profit, revenue, business, contracts or anticipated savings;
 - (iii) any loss or expense resulting from a claim by a third party; or
 - (iv) any special, indirect or consequential loss or damage of any nature whatsoever caused by the printer's failure to complete or delay in completing the Order to deliver the Goods.

7.3 Electronic data

Without limiting the generality of the foregoing clauses, the Printer will not be liable to the Customer for loss, however caused, of any data stored on disks, tapes, compact disks or other media supplied by the Customer to the Printer.

7.4 Customer's property

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

7.5 Force Majeure

The Printer will have no liability to the Customer in relation to any loss, damage or expense caused by the Printer'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 the Printer's normal suppliers to supply necessary materials or any other matter beyond the Printer's control.

7.6 Inks

All quotations are based on the work being printed in standard colour ink supplied by any recognized ink manufacturer. Special mix to client's specifications or change of ink after the order has been placed will incur an additional charge. Every effort will be made to colour match with samples provided, however, we cannot guarantee to match a given finish or shade exactly.

7.7 Alterations to style etc

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

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

7.8 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 the Printer to retain overset matter for future issues of the publication or to discard the overset matter.

7.9 Outside work

If the Printer has to obtain goods (including typefaces, bromides, film, plates, ornaments or artwork) and/or services not normally stocked or supplied by the Printer from a third party in order to carry out the Customer's instructions:

- (a) The Printer 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) The Printer 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 claims must be made directly against the third party.
- (c) The Customer must pay for such goods and/or services.

7.10 Materials supplied by Customer

If the Printer 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 the Printer.
- (b) The Printer will not normally count or check the materials and if requested by the Customer to do so, may charge for counting or checking.
- (c) The Printer 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.

7.11 Property left with Printer

If the Customer leaves property in the Printer's possession without specific instructions as to what is to be done with it, the Printer may, 12 months after gaining possession of the property, dispose of the property.

8 Responsibility to insure

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

9 Indemnity

The Customer will indemnify the Printer and keep the Printer indemnified from and against any liability and any loss or damage the Printer may sustain, as a result of any breach, act or omission, arising directly or indirectly from or in connection with any breach of any of these Terms and Conditions by the Customer or its representatives and includes any misuse or breach of licence of any intellectual property produced by the third party licensor to the Printer referred to in clause 11.3.

10 Ancillary materials

The Printer and Customer agree that all, drawings, sketches, paintings, photographs, designs, typesetting, dummies, models, negatives, positives, blocks, engravings, stencils, dies, plates or cylinders, electros, stereos, discs, tapes, compact discs, or other media or data and other material produced by the Printer 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 the Printer provided, however, that any of the foregoing that contains any images, trademarks, designs or other intellectual property of the Customer shall be delivered to the Customer or destroyed by the Printer.

11 Copyright

11.1 Copyright in all artistic and literary works authored by the Printer shall be the property of the Printer, unless agreed otherwise between the parties.

11.2 The Customer:

- (a) warrants that the Customer has copyright in or a licence to authorize the Printer to reproduce, all artistic and literary works supplied by the Customer to the Printer for the purposes of the Order and the Customer hereby expressly authorizes the Printer to reproduce all and any of such works for the purpose aforesaid;
- (b) hereby indemnifies and agrees to keep indemnified the Printer against all liability, losses or expenses incurred by the Printer 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;

11.3 The Customer is hereby granted a non – exclusive license to use the copyright in any literary and/or artistic works authored by the Printer for the purposes of the Order however the exercise of such license shall be;

- (a) conditional upon the Printer having received all monies due to the Printer under these Terms and Conditions; and
- (b) subject to the limitations of the third party licensor, in the event that the Printer purchases images for the Customer's work from a third party licensor.

12 Electronic/magnetic media

All disks, tapes, compact disks or other media (other than media supplied by the Customer) used by the Printer to store data for the purposes of completing the Order are the property of the Printer. The Customer cannot require the Printer to supply to the Customer any data so stored. In the event that the Printer does supply data so stored or created the Printer may charge for supplying such data to the Customer.

13 Storage of electronic data

The Printer will not be responsible for storing any data on disks, tapes, compact disks or other media when the Order has been completed. If the Printer agrees to store such data, the Printer may charge for doing so.

14 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.

15 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.

16 Governing law and jurisdiction

These Terms and Conditions are governed by the law in force in the State or Territory in which the Printer's premises are located and the parties submit to the non-exclusive jurisdiction of the courts of the State or Territory and any courts which may hear appeals from those courts in respect of any proceedings in connection with these Terms and Conditions.

17 GOODS AND SERVICES TAX**17.1 All amounts are GST inclusive amounts**

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

17.2 Out of pocket expenses are GST inclusive

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

17.3 Printer to assist Customer

The Printer 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 the Printer. This includes the Printer 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.

18 PRIVACY STATEMENT

The Directors of the Printer recognise the need for the protection of personal information by corporations and willingly adopt the requirements of the National Privacy Principles for the collection, security, access and maintenance of personal information.

The Directors of the Printer have appointed Deborah Burgess as Privacy Officer. Any enquiries with regard to this Statement should be directed to Deborah Burgess.

The Printer does not collect personal information of any type other than for the following purposes:

- To enable the assessment of a potential employee;
- As to the extent necessary to fulfil employer obligations;
- For the assessment of Credit Applications on behalf of potential clients;
- To facilitate credit card payments over the phone;
- For the purposes of identifying suppliers for payment.
- To enable the provision of quotations for the supply of services.

Information collected with regard to the above activities is limited to that which is necessary for the purposes of conducting trade or that which is directly related to an employment relationship.

The Printer does not, and will not provide any information held by us to a third party without the express consent of the individual concerned. Similarly, the Printer will not request any information in relation to an individual without the express consent of the individual by way of signed credit application, or employment application, or where such use or disclosure is permitted under the Privacy Act.

All information held by the Printer with regard to any individual is password protected within a secure network, and/or held in a secure location on our premises, and is only available to those employees whose roles within the organisation necessitates access to such personal information for the purposes of conducting their duties.

The Printer recognises the need for information held on behalf of an individual to be accurate and therefore will allow access to the individual for the purposes of updating information held, or will update on behalf of the individual when that information is made available.

All information kept of a personal nature, is maintained by the organisation for the period required by statute in relation to present and past employees, and for the purposes of complying with record-keeping requirements of the Taxation Act and Corporations Law. All non-essential information not required to be maintained is shredded and disposed of by an authorised employee.

With regard to internet transactions the Printer's website is cookie-free. The Printer will only record the Customer's e-mail address if the Customer sends a message to the Printer, or requests for quotation. When the Customer provides information to the Printer via the internet the Printer relies on the accuracy of that information. The Printer will only use the Customer's personal information (including the Customer's e-mail address) for the purpose for which the Customer has provided it. The Customer should note that there are security risks in transmitting information via the internet. The Customer should assess these potential risks when deciding whether to use the Printer's online services. If the Customer does not wish to transmit information via the Printer's website, there are other ways in which the Customer can provide this information.

Authorised by Deborah Burgess
16 February 2011