

# CRATEHOUSE DELIVERY & COLLECTION TERMS

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These Delivery & Collection Terms form part of the Cratehouse Storage Services Agreement and apply to all transport-related services.

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## 1. Scope of Services

1.1 Cratehouse may provide:

- a) delivery of empty Crates to a Customer location;
- b) collection of packed Crates;
- c) re-delivery of stored Crates;
- d) return of Crates to storage.

1.2 Delivery services are optional, subject to availability, and may be refused at Cratehouse's discretion.

1.3 Cratehouse does not provide packing, unpacking, internal handling of goods, or placement inside dwellings unless expressly agreed in writing.

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## 2. Booking & Scheduling

2.1 All deliveries and collections must be booked in advance.

2.2 Delivery times are estimated windows only and are not guaranteed.

2.3 The Customer must ensure they or an authorised representative is present and contactable during the agreed window unless otherwise agreed in writing.

2.4 If access is unavailable or the Customer is not present, the service may be deemed failed and charged accordingly.

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## 3. Access & Site Requirements

3.1 The Customer is solely responsible for ensuring:

- a) safe, lawful, and clear access to the property;
- b) suitable space for vehicle parking and unloading;
- c) compliance with local parking and traffic regulations;
- d) booking of lifts or loading zones;
- e) obtaining strata, concierge, or building approvals.

3.2 The Customer must disclose in advance:

- a) stairs;
- b) narrow hallways or doors;
- c) height or weight restrictions;
- d) steep driveways or uneven ground;
- e) restricted access times.

3.3 Failure to disclose access constraints may result in additional charges, rescheduling, or refusal of service.

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## **4. Risk During Transport**

4.1 Risk in the goods transfers to Cratehouse only once a packed Crate is

4.2 Risk transfers back to the Customer immediately upon:

- a) unloading at the delivery location; or
- b) release of the Crate to the Customer for temporary checkout.

4.3 Cratehouse is not responsible for:

- a) pre-existing damage to goods;
- b) damage caused by inadequate packing;
- c) internal movement of goods;
- d) overweight Crates;
- e) fragile items not appropriately protected.

4.4 Goods are transported at the Customer's risk except where loss is directly caused by Cratehouse's proven negligence.

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## **5. Weight & Safety Compliance**

5.1 Each Crate must not exceed

5.2 Cratehouse may refuse to transport any Crate reasonably suspected of exceeding weight limits.

5.3 Cratehouse may open a Crate where reasonably necessary to verify compliance for safety purposes.

5.4 The Customer indemnifies Cratehouse for injury, damage, or loss arising from overweight or improperly packed Crates.

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## **6. Property Damage**

6.1 Cratehouse will take reasonable care during delivery and collection.

6.2 Cratehouse is not liable for damage to:

- a) driveways, paving, or footpaths;
- b) lawns or landscaping;
- c) flooring, tiles, or carpet;
- d) walls, doors, lifts, ceilings, or fixtures;

where such damage arises from limited access conditions, structural limitations, pre-existing weaknesses, or Customer-directed placement.

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6.4 The Customer indemnifies Cratehouse against claims made by landlords, body corporates, or third parties arising from site access conditions.

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## 7. Waiting Time & Additional Charges

7.1 A waiting period of is included in standard delivery fees.

7.2 Excess waiting time caused by Customer delay beyond the included 15-minute period may incur additional charges

7.3 Additional fees may apply for:

- a) undisclosed access issues;
- b) after-hours services;
- c) remote or restricted locations;
- d) failed or late-cancelled deliveries;
- e) safety risks requiring aborted service.

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## 8. Refusal or Suspension of Service

8.1 Cratehouse may refuse or suspend delivery or collection if:

- a) conditions are unsafe;
- b) access is unlawful;
- c) staff safety is at risk;
- d) prohibited goods are suspected;
- e) the Customer account is in default.

8.2 Refusal of service due to Customer breach does not entitle the Customer to a refund of delivery fees.

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## 9. Temporary Checkout

9.1 Crates temporarily checked out remain at the Customer's sole risk.

9.2 Storage fees continue to accrue during a temporary checkout unless otherwise agreed in writing.

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9.4 The Customer is responsible for returning Crates in good condition and within the agreed checkout timeframe.

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## 10. Force Majeure

10.1 Cratehouse is not liable for delays or failure to perform delivery services due to events beyond its reasonable control, including but not limited to traffic accidents, road closures, severe weather, mechanical breakdown, government restrictions, or emergency events.

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## Customer Acceptance

By signing below or accepting electronically, the Customer agrees to these Delivery & Collection Terms.

Customer Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_