



Trade References

1. Company: _____	Email: _____
Name: _____	Phone No: _____
2. Company: _____	Email: _____
Name: _____	Phone No: _____
3. Company: _____	Email: _____
Name: _____	Phone No: _____

2. Terms

Estimated Monthly Spend: \$ _____

Credit Limit Required: \$ _____

Accounts Payable Contact Name: _____ Phone No: _____

Email – Invoices: _____

Email – Statements: _____

3. Credit Agreement

Please seek independent advice if you do not understand this Credit Application, the Terms and Conditions of Trade or the Privacy Policy.

I/We declare and affirm that:-

- a) I/We have read and understood the terms of this credit application and confirm that the attached terms and conditions and privacy policy will apply to any credit provided by Trojan Electric to me/us; and
- b) The information supplied by us, the Customer, in this application is true and correct and acknowledge Trojan Electric will use this information for the purpose of assessing my/our application for commercial credit.

SIGNED BY ALL DIRECTORS, PARTNERS, OR SOLE TRADER

1. Signature: _____	Date: _____
Name: _____	Position: _____
2. Signature: _____	Date: _____
Name: _____	Position: _____

Attachments:

1. Guarantee and Indemnity;
2. Terms and Conditions of Trade; and
3. Privacy Policy.



4. Personal/Director Guarantee and Indemnity

- A. In consideration of the agreement by the Guarantor to provide this Guarantee and Indemnity, Trojan Electric may agree to provide credit to _____ (“Customer”) in accordance with the terms of the terms and conditions contained within this Agreement.
- B. The Guarantor acknowledges and agrees that this Guarantee and Indemnity will apply to the provision of credit to the Customer and the Guarantor’s obligation to make the payments to Trojan Electric in accordance with the terms of the Acknowledgement, and that the Guarantee and Indemnity hereby granted is enforceable by Trojan Electric at its sole discretion.

THE GUARANTOR UNCONDITIONALLY AND IRREVOCABLY:-

1. Guarantees the punctual payment to Trojan Electric of all amounts which the Customer does now or may at any time in the future owe to Trojan Electric;
2. Guarantees the punctual and correct compliance with all obligations (including payment obligations) which the Customer owes now or may in the future owe to Trojan Electric;
3. Indemnifies Trojan Electric against any loss that it may suffer if the Customer does not meet any of its obligations.

THE GUARANTOR/S ACKNOWLEDGE AND AGREE THAT:

4. This Guarantee and Indemnity creates a principal obligation from the Guarantor to Trojan Electric and it is in addition to any security which Trojan Electric holds from the Customer. This Guarantee and Indemnity may be enforced without Trojan Electric having to first take any steps against the Customer or its security.
5. This Guarantee and Indemnity is not affected and is still enforceable;
 - a. if any amount owing to Trojan Electric by the Customer is not recoverable by Trojan Electric for any reason at all;
 - b. if Trojan Electric does not comply with any law or any agreement with the Customer;
 - c. if Trojan Electric grants any time, release or other concession to the Customer or the Guarantor;
 - d. in the event of death, incapacity, administration, bankruptcy or insolvency of the Customer or of the Guarantor;
 - e. if a payment by the Customer or by the Guarantor to Trojan Electric is set aside in bankruptcy, liquidation or official management of the Customer or of the Guarantor;
 - f. if the Guarantor ceases to be director of or be involved with the Customer or the status or structure of the Customer changes at all;
 - g. if any other thing occurs which could otherwise limit the effect of this Guarantee and Indemnity.
6. This Guarantee and Indemnity is a continuing guarantee and indemnity and is not wholly or partially discharged until all arrangements between Trojan Electric and the Customer are ended, all amounts owing to Trojan Electric by the Customer are paid, and all obligations of the Customer to Trojan Electric are complied with in full.
7. The Guarantor agrees to waive all rights inconsistent with the terms of this Guarantee and Indemnity.
8. The Guarantor hereby charges with payment of the moneys and the compliance with all obligations secured by this Guarantee and Indemnity all beneficial interests (freehold and leasehold) in real property held now or in the future by the Guarantor. The Guarantor agrees that if demand is made upon him or her or it by Trojan Electric, that Guarantor will immediately execute a mortgage or other instrument of security, or consent to a caveat, as required by Trojan Electric to better secure the obligations of the Guarantor under this equitable mortgage and against the event that he, she or it fails to do so within a reasonable time from being so requested, that Guarantor hereby irrevocably and by way of security appoints any credit manager or solicitor engaged by Trojan Electric to be his or her other true and lawful attorney to execute and register such instrument.



- 9. The Guarantor agrees that Trojan Electric may seek from a credit reporting agency, a credit report containing personal information about it, him or her to assess whether to accept it, him or her as a guarantor under the terms of this Guarantee and Indemnity.
- 10. The Guarantor agrees that this Guarantee and Indemnity remains in force until the terms of the Acknowledgement have been fully complied with by the Customer.
- 11. If the Customer is a trustee of a trust, the Guarantor warrants that the Customer has full authority as trustee to enter into agreements such as the Acknowledgement.
- 12. If a notice or a demand is given to the Guarantor, it will mean that the terms of the notice or demand must be complied with.
- 13. "Customer" includes their respective successors and assigns.
"Guarantor" includes the heirs, executors, administrators and assignees of the Guarantor.

GUARANTOR-1
SIGNED: _____
FULL NAME: _____
HOME ADDRESS: _____ _____
SIGNATURE OF WITNESS: _____
NAME OF WITNESS: _____
ADDRESS: _____ _____
DATE: / / 20

GUARANTOR-2
SIGNED: _____
FULL NAME: _____
HOME ADDRESS: _____ _____
SIGNATURE OF WITNESS: _____
NAME OF WITNESS: _____
ADDRESS: _____ _____
DATE: / / 20

TROJAN ELECTRIC PTY LTD ABN 70 082 131 628 TERMS AND CONDITIONS OF TRADE

1. Definitions

- 1.1 "Customer" means the person/s buying the Goods and/or Services or Services as specified in any invoice, document or order, and if there is more than one Customer is a reference to each Customer jointly and severally, and includes Credit Customer.
- 1.2 "Confidential Information" means any information exchanged between Trojan Electric and the Customer for the purposes of the Customer buying the Goods and/or Services from Trojan Electric, including but not limited to, the prices and payment terms offered to the Customer by Trojan Electric.
- 1.3 "Trojan Electric" means any legal entity of Trojan Electric Pty Ltd ABN 70 082 131 628 and any current or future holding company, subsidiary, related company or successors and assigns of these companies or any person acting on behalf of and with the authority of the Trojan Electric Pty Ltd ABN 70 082 131 628.
- 1.4 "Goods" means all Goods supplied by the Contractor to the Client (and where the context so permits, shall include any supply of Services as hereinafter defined) and are as described on the invoices, quotation, work authorisation or any other forms as provided by the Contractor to the Client.
- 1.5 "Services" means all Services supplied by the Contractor to the Client and includes any advice or recommendations (and where the context so permits, shall include any supply of Goods and/or Services as defined above)
- 1.6 "Price" means the Price payable for the Goods and/or Services as agreed between Trojan Electric and the Customer in accordance with clause 4 below.
- 1.7 "Website" means www.trojanelectric.com.au including any subdomains therefore any other websites through which Trojan Electric makes its services available.
- 1.8 "Terms" means these Terms and Conditions for Credit which constitute the legally binding agreement between Trojan Electric and the Customer for the provision of Trojan Electric's Goods and/or Services and/or Services.
- 1.9 "Permitted Purpose" means the purchase of the Goods and/or Services from Trojan Electric.

2. Acceptance

- 2.1 The Customer is taken to have accepted and is immediately bound, jointly and severally, by these Terms if the Customer places an order for or accepts delivery of the Goods and/or Services from Trojan Electric.
- 2.2 Electronic signatures shall be deemed to be accepted by either party providing that the parties have complied with Section 9 of the *Electronic Transactions Act 2000* (Vic) or any other applicable provisions of that Act or any Regulations referred to in that Act.
- 2.3 The Customer acknowledges that the supply of Goods and/or Services on credit shall not take effect until the Customer has completed a credit application with Trojan Electric and it has been approved, in writing, with a credit limit established for the account. At this point, the Customer will be deemed a "Credit Customer".
- 2.4 In the event that the supply of Goods and/or Services request exceeds the Customer credit limit and/or the account exceeds the payment terms, Trojan Electric reserves the right to refuse delivery.

3. Change in Control

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

4. Orders and Price

- 4.1 At Trojan Electric's sole discretion the Price shall be either:
 - (a) as indicated on any invoice provided by Trojan Electric to the Customer; or
 - (b) the Price as at the date of delivery of the Goods and/or Services according to Trojan Electric's current price list.
- 4.2 Unless otherwise stated the Price does not include GST. In addition to the Price the Customer must pay to Trojan Electric an amount equal to any GST Trojan Electric must pay for any supply by Trojan Electric under this or any other agreement for the sale of the Goods and/or Services. The Customer must pay GST, without deduction or set off of any other amounts, at the same time and on the same basis as the Customer pays the Price. In addition the Customer 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.
- 4.3 Trojan Electric will not accept an order unless the order has been delivered to the company with specific details included.
- 4.4 Where any orders are given by the Customer verbally, Trojan Electric will not accept any responsibility for miscommunicated request information under any circumstances.
- 4.5 Once the order is placed by the Customer and has been accepted by Trojan Electric, the Customer will be unable to cancel the order unless Trojan Electric provides written acceptance of the cancellation.

5. Payment

Customer's Initials:

- 5.1 Trojan Electric may, in its absolute discretion, regardless of whether credit has been granted to a Customer in relation to an account:
- (a) ask for payment of Goods and/or Services prior to delivery where the Customer places orders sporadically;
 - (b) ask for payment of Goods and/or Services prior to delivery where Trojan Electric, at their absolute discretion, deem the total of an order to be of minimal value;
 - (c) ask for a deposit for payment of Goods and/or Services upon an order being placed; or
 - (d) cancel a credit facility at Trojan Electric's discretion.
- 5.2 Time for payment for the Goods and/or Services being of the essence, the Price will be payable by the Customer on the date/s determined by Trojan Electric, which may be:
- (a) on delivery of the Goods and/or Services;
 - (b) before delivery of the Goods and/or Services;
 - (c) thirty (30) days from the date specified on any invoice for Credit Customers, subject to clause 5.1; or
 - (d) other form or agreement which has been agreed, in writing, between the parties as being the date for payment.
- 5.3 Payment may be made by cash, cheque, bank cheque, electronic/on-line banking or by any other method as agreed to between the Customer and Trojan Electric from time to time.

6. Delivery of Goods

- 6.1 Delivery ("**Delivery**") of the Goods and is taken to occur at the time that:
- (a) the Customer or the Customer's nominated carrier takes possession of the Goods at Trojan Electric's address; or
 - (b) Trojan Electric (or Trojan Electric's nominated carrier) delivers the Goods to the Customer's nominated address even if the Customer is not present at the address.
- 6.2 At Trojan Electric's sole discretion, the cost of delivery is either included in the Price or is in addition to the Price.
- 6.3 The Customer must take delivery by receipt or collection of the Goods whenever they are tendered for delivery. In the event that the Customer is unable to take delivery of the Goods as arranged then Trojan Electric shall be entitled to charge a reasonable fee for redelivery and/or storage.
- 6.4 Trojan Electric 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.
- 6.5 Any time or date given by Trojan Electric to the Customer is an estimate only, and Trojan Electric will not be liable for any disruptions to delivery due to unavoidable circumstances, including but not limited to, transport breakdowns, employee strikes and natural disasters. The Customer must still accept delivery of the Goods even if late and Trojan Electric will not be liable for any loss or damage incurred by the Customer as a result of the delivery being late.

7. Risk

- 7.1 Risk of damage to or loss of the Goods passes to the Customer on Delivery
- 7.2 If any of the Goods are damaged or destroyed following Delivery but prior to ownership passing to the Customer, Trojan Electric is entitled to receive all insurance proceeds payable for the Goods. The production of these terms and conditions by Trojan Electric is sufficient evidence of Trojan Electric's rights to receive the insurance proceeds without the need for any person dealing with Trojan Electric to make further enquiries.
- 7.3 If the Customer requests Trojan Electric to deliver the Goods and leave the Goods outside Trojan Electric's premises for collection or to deliver the Goods to an unattended location then such Goods shall be left at the Customer's sole risk.

8. Title

- 8.1 Trojan Electric and the Customer agree that ownership of the Goods shall not pass until:
- (a) the Customer has paid Trojan Electric all amounts owing to Trojan Electric; and
 - (b) the Customer has met all of its other obligations to Trojan Electric.
- 8.2 Receipt by Trojan Electric 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.
- 8.3 It is further agreed that:
- (a) until ownership of the Goods passes to the Customer in accordance with clause 8.1 that the Customer is only a bailee of the Goods and must return the Goods to Trojan Electric on request;
 - (b) the Customer holds the benefit of the Customer's insurance of the Goods on trust for Trojan Electric and must pay to Trojan Electric the proceeds of any insurance in the event of the Goods being lost, damaged or destroyed;
 - (c) the Customer 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 Customer sells, disposes or parts with possession of the Goods then the Customer must hold the proceeds of any such act on trust for Trojan Electric and must pay or deliver the proceeds to Trojan Electric on demand;
 - (d) the Customer should not convert or process the Goods or intermix them with other Goods but if the Customer does so then the Customer holds the resulting product on trust for the benefit of Trojan Electric and must sell, dispose of or return the resulting product to Trojan Electric as it so directs;
 - (e) the Customer irrevocably authorises Trojan Electric to enter any premises where Trojan Electric believes the Goods and/or Services are kept and recover possession of the Goods;
 - (f) the Customer 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 Trojan Electric;
 - (g) Trojan Electric may recover possession of any Goods in transit whether or not delivery has occurred; and

Customer's Initials:

(h) Trojan Electric may commence proceedings to recover the Price of the Goods sold notwithstanding that ownership of the Goods has not passed to the Customer.

9. Security and Charge

- 9.1 In consideration of Trojan Electric agreeing to supply the Goods and/or Services to the Customer, the Customer 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 Customer either now or in the future, to secure the performance by the Customer of its obligations under these terms and conditions (including, but not limited to, the payment of any money).
- 9.2 The Customer indemnifies Trojan Electric from and against all Trojan Electric's costs and disbursements including legal costs on a solicitor and own client basis incurred in exercising Trojan Electric's rights under this clause.
- 9.3 The Customer irrevocably appoints Trojan Electric and each director of Trojan Electric as the Customer's true and lawful attorney/s to perform all necessary acts to give effect to the provisions of this clause 9 including, but not limited to, signing any document on the Customer's behalf.

10. Personal Property Securities Act 2009 ("PPSA")

- 10.1 In this clause financing statement, financing change statement, security agreement, and security interest has the meaning given to it by the PPSA.
- 10.2 Upon assenting to these Terms in writing the Customer acknowledges and agrees that these Terms constitute a security agreement for the purposes of the PPSA and creates a security interest in all Goods and/or Services, and their proceeds, that have previously been supplied and that will be supplied in the future by Trojan Electric to the Customer.
- 10.3 The Customer 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 Trojan Electric 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 10.3(a)(i) or 10.3(a)(ii);
 - (b) indemnify, and upon demand reimburse, Trojan Electric 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 and/or Services charged thereby;
 - (c) not register a financing change statement in respect of a security interest without the prior written consent of Trojan Electric;
 - (d) not register, or permit to be registered, a financing statement or a financing change statement in relation to the Goods and/or Services in favour of a third party without the prior written consent of Trojan Electric;
 - (e) immediately advise Trojan Electric of any material change in its business practices of selling the Goods and/or Services which would result in a change in the nature of proceeds derived from such sales.
- 10.4 Trojan Electric and the Customer agree that sections 96, 115 and 125 of the PPSA do not apply to the security agreement created by these Terms.
- 10.5 The Customer waives their rights to receive notices under sections 95, 118, 121(4), 130, 132(3)(d) and 132(4) of the PPSA.
- 10.6 The Customer waives their rights as a grantor and/or a debtor under sections 142 and 143 of the PPSA.
- 10.7 Unless otherwise agreed to in writing by Trojan Electric, the Customer waives their right to receive a verification statement in accordance with section 157 of the PPSA.
- 10.8 The Customer must unconditionally ratify any actions taken by Trojan Electric pursuant to this clause 10.
- 10.9 Subject to any express provisions to the contrary nothing in these Terms is intended to have the effect of contracting out of any of the provisions the PPSA.

11. Intellectual Property

- 11.1 Where Trojan Electric has designed, drawn or developed Goods for the Customer, then the copyright in any designs and drawings and documents shall remain the property of Trojan Electric.
- 11.2 The Customer warrants that all designs, specifications or instructions given to Trojan Electric will not cause Trojan Electric to infringe any patent, registered design or trademark in the execution of the Customer's order and the Customer agrees to indemnify Trojan Electric against any action taken by a third party against Trojan Electric in respect of any such infringement.
- 11.3 The Customer agrees that Trojan Electric may (at no cost) use for the purposes of marketing or entry into any competition, any documents, designs, drawings or Goods which Trojan Electric has created for the Customer.

12. Defects, Warranties and Returns, Competition and Consumer Act 2010 ("CCA")

- 12.1 The Customer must inspect the Goods and/or Services on delivery and must within five (5) days of delivery notify Trojan Electric in writing of any evident defect/damage, shortage in quantity, or failure to comply with the description or quote. The Customer must notify any other alleged defect in the Goods and/or Services as soon as reasonably possible after any such defect becomes evident. Upon such notification the Customer must allow Trojan Electric to inspect the Goods and/or Services.
- 12.2 Trojan Electric's Goods and/or Services come with guarantees that cannot be excluded under the CCA. For major failures with the Services, the Customer is entitled:
- (a) to cancel your Services contract with us; and

Customer's Initials:

(b) to a refund for the unused portion, or to compensation for its reduced value.

The Customer is also entitled to choose a refund or replacement for major failures with Goods and/or Services. If a failure with the Goods and/or Services and/or Services does not amount to a major failure, the Customer is entitled to have the failure rectified in a reasonable time. If this is not done, the Customer is entitled to a refund for the Goods and/or Services and to cancel the contract for the Services and obtain a refund of any unused portion. The Customer is also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the Goods and/or Services and/or Services (**Non-Excluded Guarantees**).

- 12.3 Trojan Electric acknowledges that nothing in these Terms purports to modify or exclude the Non-Excluded Guarantees.
- 12.4 Except as expressly set out in these Terms or in respect of the Non-Excluded Guarantees, Trojan Electric makes no warranties or other representations under these Terms including but not limited to the quality or suitability of the Goods and/or Services. Trojan Electric's liability in respect of these warranties is limited to the fullest extent permitted by law.
- 12.5 If the Customer is a consumer within the meaning of the CCA, Trojan Electric's liability is limited to the extent permitted by section 64A of Schedule 2.
- 12.6 If Trojan Electric is required to replace the Goods and/or Services under this clause or the CCA, but is unable to do so, Trojan Electric may refund any money the Customer has paid for the Goods and/or Services.
- 12.7 If the Customer is not a consumer within the meaning of the CCA, Trojan Electric's liability for any defect or damage in the Goods and/or Services is:
- (a) limited to the value of any express warranty or warranty card provided to the Customer by Trojan Electric at Trojan Electric's sole discretion;
 - (b) limited to any warranty to which the Trojan Electric is entitled, if Trojan Electric did not manufacture the Goods and/or Services;
 - (c) otherwise negated absolutely.
- 12.8 Subject to this clause 11, returns will only be accepted provided that:
- (a) the Customer has complied with the provisions of clause 12.1; and
 - (b) Trojan Electric has agreed that the Goods and/or Services are defective; and
 - (c) the Goods and/or Services are returned within a reasonable time at the Customer's cost (if that cost is not significant); and
 - (d) the Goods and/or Services are returned in as close a condition to that in which they were delivered as is possible, including in their original packaging, unopened and are otherwise in a good and saleable condition.
- 12.9 Notwithstanding clauses 12.1 to 12.8 but subject to the CCA, Trojan Electric 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 Customer failing to properly maintain or store any Goods and/or Services;
 - (b) the Customer using the Goods and/or Services for any purpose other than that for which they were designed;
 - (c) the Customer continuing the use of any Goods and/or Services after any defect became apparent or should have become apparent to a reasonably prudent operator or user;
 - (d) the Customer failing to follow any instructions or guidelines provided by Trojan Electric;
 - (e) fair wear and tear, any accident, or act of God.
- 12.10 Trojan Electric may in its absolute discretion accept non-defective Goods and/or Services for return in which case Trojan Electric may require the Customer to pay handling fees of up to ten percent (10%) of the value of the returned Goods and/or Services plus any freight costs.
- 12.11 Notwithstanding anything contained in this clause if Trojan Electric is required by a law to accept a return then Trojan Electric will only accept a return on the conditions imposed by that law.
- 12.12 Subject to clause 12.1, customised, or non-stocklist items or Goods and/or Services made or ordered to the Customer's specifications are not acceptable for credit or return.

13. Default and Consequences of Default

- 13.1 Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of 10% per annum after as well as before any judgment.
- 13.2 If the Customer owes Trojan Electric any money the Customer shall indemnify Trojan Electric from and against all costs and disbursements incurred by Trojan Electric in recovering the debt (including but not limited to internal administration fees, legal costs on a solicitor and own client basis, Trojan Electric's collection agency costs, and bank dishonour fees).
- 13.3 Without prejudice to any other remedies Trojan Electric may have, if at any time the Customer is in breach of any obligation (including those relating to payment) under these terms and conditions Trojan Electric may suspend or terminate the supply of Goods and/or Services to the Customer. Trojan Electric will not be liable to the Customer for any loss or damage the Customer suffers because Trojan Electric has exercised its rights under this clause.
- 13.4 Without prejudice to Trojan Electric's other remedies at law Trojan Electric shall be entitled to cancel all or any part of any order of the Customer which remains unfulfilled and all amounts owing to Trojan Electric shall, whether or not due for payment, become immediately payable if:
- (a) any money payable to Trojan Electric becomes overdue, or in Trojan Electric's opinion the Customer will be unable to make a payment when it falls due;
 - (b) the Credit Customer has exceeded any applicable credit limit provided by Trojan Electric;
 - (c) the Customer 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

Customer's Initials:

(d) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Customer or any asset of the Customer.

14. Cancellation

- 14.1 Trojan Electric may cancel any contract to which these Terms apply or cancel delivery of Goods and/or Services at any time before the Goods and/or Services are delivered by giving written notice to the Customer. On giving such notice Trojan Electric shall repay to the Customer any money paid by the Customer for the Goods and/or Services. Trojan Electric shall not be liable for any loss or damage whatsoever arising from such cancellation.
- 14.2 If the Customer cancels delivery of Goods and/or Services the Customer shall be liable for any and all loss incurred (whether direct or indirect) by Trojan Electric as a direct result of the cancellation.
- 14.3 Cancellation of orders for Goods and/or Services made to the Customer's specifications, or for items not contained on the stock list, will not be accepted once production has commenced, or an order has been placed.

15. Privacy Policy

- 15.1 A copy of Trojan Electric's Privacy Policy can be found at www.trojanelectric.com.au or alternatively, a hard copy can be provided upon written request.

16. Unpaid Trojan Electric's Rights

- 16.1 Where the Customer has left any item with Trojan Electric for repair, modification, exchange or for Trojan Electric to perform any other service in relation to the item and Trojan Electric has not received or been tendered the whole of any moneys owing to it by the Customer, Trojan Electric shall have, until all moneys owing to Trojan Electric are paid:
- (a) a lien on the item; and
 - (b) the right to retain or sell the item, such sale to be undertaken in accordance with any legislation applicable to the sale or disposal of uncollected Goods and/or Services.
- 16.2 The lien of Trojan Electric shall continue despite the commencement of proceedings, or judgment for any moneys owing to Trojan Electric having been obtained against the Customer.

17. Service of Notices

- 17.1 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;
 - (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.
- 17.2 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.

18. Trusts

- 18.1 If the Customer 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 the Customer may have notice of the Trust, the Customer covenants with Trojan Electric as follows:
- (a) the contract extends to all rights of indemnity which the Customer now or subsequently may have against the Trust and the trust fund;
 - (b) the Customer 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 Customer against the Trust or the trust fund. The Customer 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 Customer will not without consent in writing of Trojan Electric (Trojan Electric will not unreasonably withhold consent), cause, permit, or suffer to happen any of the following events:
 - (i) the removal, replacement or retirement of the Customer 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.

19. Confidentiality

- 19.1 The Customer agrees that it will keep the Confidential Information confidential:
- (a) use its best endeavours to prevent disclosure of the Confidential Information to any third parties unless the prior written consent of Trojan Electric has been obtained;
 - (b) not claim any legal, equitable or beneficial interest in the Confidential Information and warrants that any Confidential Information it receives will be used solely for the Permitted Purpose; and
 - (c) not use the Confidential Information in any manner which may be directly or indirectly detrimental or cause loss to Trojan Electric.
- 19.2 On written request of Trojan Electric:
- (a) return to Trojan Electric all documents, disks and other computer media and all other material in the possession or control of the Customer which may contain or be derived from ideas, concepts, creations which are related to

Customer's Initials:

- the Confidential Information or which are related to the Permitted Purpose;
- (b) delete/destroy all copies of Confidential Information which cannot for practical considerations be returned to the Trojan Electric; and
- (c) take steps to identify the Confidential Information and separate it from other documents stored by the Customer. in the event that the Confidential Information is disclosed and such disclosure is not in accordance with these Terms, the Customer will provide written notice to the recipients (or potential recipients) that the information is of a confidential nature and must not be utilised by those third parties in any manner without the Disclosing Party's prior written consent.
- 19.3 The Customer agrees and acknowledges that the Confidential Information is of a proprietary and confidential nature and that any breach of these Terms pursuant to clause 19.1, by the Customer would cause irreparable injury or damage to Trojan Electric which may not be capable of remedy by monetary damages alone.
- 19.4 If Trojan Electric becomes aware of a breach or anticipated breach of clause 19.1 (or has reasonable grounds to suspect that such breach will occur) the Customer agrees that in addition to all other rights available to Trojan Electric pursuant to these Terms, at law and/or in equity to make a claim for loss and/or damage suffered.

20. General

- 20.1 These terms and conditions and any contract to which they apply shall be governed by the laws of the State Victoria, Australia and each party submits to the non-exclusive jurisdiction of the courts in the State of Victoria, Australia.
- 20.2 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.
- 20.3 The Customer warrants that it has the power to enter into this agreement and has obtained all necessary authorisations to allow it to do so, it is not insolvent and that this agreement creates binding and valid legal obligations on it.
- 20.4 The Customer agrees that Trojan Electric may amend these Terms at any time. If Trojan Electric makes a change to these Terms, then that change will take effect from the date on which Trojan Electric notifies the Customer of such change. The Customer will be taken to have accepted such changes if the Customer makes a further request for Trojan Electric to provide Goods and/or Services to the Customer.
- 20.5 The failure by Trojan Electric to enforce any provision of these Terms shall not be treated as a waiver of that provision, nor shall it affect Trojan Electric'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.
- 20.6 Subject to clause 11, Trojan Electric shall be under no liability whatsoever to the Customer for any indirect and/or consequential loss and/or expense (including loss of profit) suffered by the Customer arising out of a breach by Trojan Electric of these terms and conditions (alternatively Trojan Electric's liability shall be limited to damages which under no circumstances shall exceed the Price of the Goods and/or Services).
- 20.7 The Customer shall not be entitled to set off against, or deduct from the Price, any sums owed or claimed to be owed to the Customer by Trojan Electric nor to withhold payment of any invoice because part of that invoice is in dispute.
- 20.8 Trojan Electric may license or sub-contract all or any part of its rights and obligations without the Customer's consent.
- 20.9 These Terms shall prevail to the extent of any inconsistency with any other document or agreement between the Customer and Trojan Electric.

Customer's Initials:

TROJAN ELECTRIC PTY LTD ABN 70 082 131 628 – PRIVACY POLICY

1. OUR COMMITMENT TO YOUR PRIVACY

- 1.1 Under the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (“**APP**”), Trojan Electric Pty Ltd ABN 70 082 131 628 and its associated entities (“**Trojan Electric**”) have obligations in respect to the collection, storage and use of personal information.
- 1.2 Trojan Electric is committed to protecting the privacy of:
- (a) customers who purchase goods and services from us through our website, in person or otherwise; and
 - (b) any other person who provides us with personal information in the course of our business.
- 1.3 This Privacy Policy is to be read in conjunction with our Terms & Conditions of Trade, which are available at www.trojanelectric.com.au. In this Privacy Policy, words and phrases have the same meanings as provided for in the Terms & Conditions. In the event that there is a discrepancy between these policies then the terms of this Privacy Policy prevail.
- 1.4 By providing any personal information to Trojan Electric, you expressly represent and warrant to Trojan Electric that you accept this Privacy Policy.
- 1.5 More information on your rights under Australian law are available from the Office of the Australian Information Commissioner (“**OAIC**”) at <https://www.oaic.gov.au/>.
- 1.6 If you have any questions, concerns, or complaints about Trojan Electric’s handling of your personal information or this Privacy Policy, please contact accounts@trojanelectric.com.au.

2. WHAT INFORMATION DOES TROJAN ELECTRIC COLLECT AND HOW DOES IT USE IT?

- 2.1 Trojan Electric may collect anonymous information when you interact with our Website, such as your browser name, IP address, device type, operating system and web log information. Such information does not identify you personally, and we only use this information for statistical purposes and to improve the contact and functionality of the Website, to better understand our users and markets, and to improve our services.
- 2.2 Trojan Electric may use cookies to identify your computer on your server and so that Trojan Electric can track your use on the Website. In some instances cookies may collect and store personal information about you. We may use cookies to recognise you as a user of the Website, to customise our services and advertising, and to collect information in order to alleviate the risk of fraud and illegal conduct. You may set your browser to refuse cookies, or to alert you when cookies are being sent. However, if you do so please note that some parts of the Website may not function properly.

- 2.3 When you purchase goods from us (in person, through our website or otherwise), Trojan Electric may collect:
- (a) your name;
 - (b) your contact information including an address for delivery, billing address, email address, and telephone number;
 - (c) your demographic information such as postcode, preferences and interests; and
 - (d) other information relevant to customer surveys and/or offers.
- 2.4 Trojan Electric may also collect personal information directly from you in circumstances where you make direct contact with us by telephone, in writing, or via our website. Trojan Electric will only use personal information collected in this manner for the purpose of communicating with you or otherwise in accordance with the purpose for which you provided your personal information.

3. WHAT WE DO WITH THE INFORMATION WE GATHER

- 3.1 We require this information to understand your needs and to provide you with a better service, and in particular the following reasons:
- (a) internal record keeping, including tracking of sales, accounting and analytics.
 - (b) we may use the information to improve our products and services.
 - (c) we may use the information to customise the Website according to your interests.

4. SENSITIVE INFORMATION

- 4.1 Trojan Electric does not collect the following information which is deemed to be "sensitive information" under Australian law:
- (a) information or an opinion about any individual's racial/ethnic origin, political opinions, membership of political associations, religious beliefs or affiliations, philosophical beliefs, membership of professional or trade associations, membership of trade unions, sexual orientation or practices, or criminal record.
 - (b) health information about an individual;
 - (c) genetic information;
 - (d) biometric information; or
 - (e) biometric templates.

5. STORAGE OF INFORMATION

- 5.1 Trojan Electric has adopted appropriate data collection, storage and processing practice, and has put in place security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information and data stored on our Website and servers.
- 5.2 Trojan Electric will only hold your personal information for as long as is reasonably necessary for the purpose for which it was collected, or to comply with any applicable legal or ethical reporting or document retention requirements.

6. SHARING OF PERSONAL INFORMATION

- 6.1 Trojan Electric may disclose, share or transfer personal information about you:
- (a) where you have asked for credit, to credit reporting bodies and other third parties for the purposes of:
 - (i) assessing an application for credit;
 - (ii) obtaining a credit report;
 - (iii) to notify other credit providers of a default by you;
 - (iv) 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
 - (v) to assess your creditworthiness including your repayment history in the preceding two years
 - (b) if we are required to do so by law;
 - (c) if we receive a lawful request from law enforcement agencies or other government officials;
 - (d) when we believe disclosure is necessary to prevent physical harm or financial loss, or in connection with an investigation of suspected or actual illegal activity; or
 - (e) with other third parties with your consent or direction to do so.
- 6.2 Some of the organisations referred to above are located outside Australia. By submitting your personal information you expressly consent to Trojan Electric disclosing this information to those organisations and to its storage outside of Australia.
- 6.3 Trojan Electric will take reasonable steps to ensure that each organisation that it discloses your personal information to is committed to protecting your privacy. By allowing Trojan Electric to disclose your personal information to other organisations, you also consent to the terms and conditions and privacy policies of these entities, which are available upon request. Please be aware that your personal information may

continue to be used by third party organisations following termination of our agreement with them.

- 6.4 You must not include any personal information about other people in any content that you provide to the Website, unless such people have expressly provided their consent to you including their personal information in such content and to you providing the content to us for use on our Website.

7. DATA BREACHES

- 7.1 While Trojan Electric will take all reasonable endeavours to secure your data, there is the possibility of unauthorised access to, unauthorised disclosure of, or loss of your personal information that we hold (“**data breach**”).

- 7.2 Under the Notifiable Data Breaches scheme (“**NBD scheme**”), where Trojan Electric has reasonable grounds to believe that there has been a data breach, and that it is likely to cause serious harm to one or more individuals, Trojan Electric will:

- (a) notify the OAIC by way of the prescribed statement; and
- (b) either:
 - (i) notify all individuals whose personal information was part of the eligible data breach; or
 - (ii) notify only individuals at risk of serious harm from the eligible data breach; or
 - (iii) if the above isn’t practicable, publish a copy of the statement on our Website and take reasonable steps to publicise the contents of the statement.

- 7.3 Where Trojan Electric suspects a data breach has occurred, Trojan Electric will immediately conduct an investigation and if one is found will follow the above procedure.

- 7.4 For more information on the NBD scheme, please see <https://www.oaic.gov.au/privacy-law/privacy-act/notifiable-data-breaches-scheme>.

8. THIRD PARTY WEBSITES AND CONTENT

- 8.1 This Website may contain links to other websites (“**Third Party Websites**”) and Trojan Electric may display content or information from other websites within frames on the Website (“**Third Party Content**”).

- 8.2 Trojan Electric is not responsible or liable for the handling, use or disclosure of any personal information collected by a third party (including information collected through a Third Party Website) and to the extent permitted by law Trojan Electric disclaims

any liability resulting from the third party's failure to handle, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth).

9. ACCESS TO THE PERSONAL INFORMATION WE HOLD ABOUT YOU

- 9.1 You may request details of personal information which we hold about you. A small fee will be payable. If you would like a copy of the information held on you please email us at accounts@trojanelectric.com.au
- 9.2 If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible at accounts@trojanelectric.com.au. We will promptly correct any information found to be incorrect.

10. HOW WE USE COOKIES

- 10.1 A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Trojan Electric allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.
- 10.2 We may use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our Website in order to tailor it to customer needs.
- 10.3 Overall, cookies help us provide you with a better Website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. However, this may prevent you from taking full advantage of the Website.

11. AMENDMENT OF THIS POLICY

- 11.1 Trojan Electric reserves the right at its sole discretion and at any time to amend this Privacy Policy by publishing the amended version on the Website.
- 11.2 Any amendment to this Privacy Policy will have immediate effect from the time that it is published by Trojan Electric on the Website. Trojan Electric will use its best endeavours to draw your attention to any amendments to the Privacy Policy (for example by email or by way of a notice when you log in to your account). By continuing to use the Website and/or Affiliate Program you are taken to have accepted the amended and most current Privacy Policy
- 11.3 No other amendment to the Privacy Policy shall be of any effect without the written consent of Trojan Electric.