

FLOOR MASTERS LIMITED - TERMS AND CONDITIONS OF SALES AND SERVICE

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The following terms and conditions, in conjunction with our quotation, and/or credit application, constitute the entire contract between us as supplier of goods and services, and you our customer, for carrying out work in accordance with the Construction Contracts Act 2002 (the CCA). These terms and conditions will not be superseded or amended by any invitation to tender, conditions of purchase, subcontract or head contract conditions, or otherwise unless stated in our quotation or expressly agreed by us in writing.

1. Offer and Acceptance Our quotation is available for acceptance for 30 days from the date of quotation, & thereafter is subject to confirmation. Your acceptance should be confirmed in writing prior to commencement of work, but in the absence of written acceptance our commencement of work will be taken as your acceptance by conduct. Our quotation is based on costs and charges at the date of quotation. Unless the quotation states that it is a fixed price, any changes in costs arising from sources beyond our control, including without limitation fluctuations in labour costs, prices of materials and services, or government charges, regulations or exchange rate fluctuations, shall be a variation. By acceptance of our quotation you represent that you will have sufficient funds to pay for the work as it is performed, and undertake to provide reasonable proof of capability to make such payment if so requested by us. You authorise us to use information collected from you and to collect information that we may reasonably require from third parties for credit references or otherwise relating to the performance of this contract, and we reserve the right to decline acceptance if credit checks are unsatisfactory. Any order or letter of acceptance that contains terms or conditions in conflict with our quotation or these terms and conditions will not establish a binding contract except at our sole discretion & confirmed in writing.

2. Notices Correspondence and notices may be written and served by post, facsimile, e-mail, txt or in person.

3. Documents We are entitled to rely on the accuracy of documents provided by you and shall not be obliged to check the accuracy or completeness of any plans, specifications, schedules of quantities or other information so provided. Any discrepancy between documents so provided and the actual requirements, or conflict within such documents, shall be a variation. You will ensure that the specified or requested scope of our work is fit for the purpose of the building and integrated with other trades, and you will supply all information reasonably necessary for us to properly coordinate our work. Any changes required to the work quoted, or to the work reasonably foreseeable by us at the date of quotation, shall be a variation.

4. Design and Performance Unless requested and expressly agreed otherwise, we will not perform any design, design checks, engineering calculations or engineer's inspections, certifications or tests that may be required under the Building Act or otherwise. The supply of nominated or specified materials or systems does not imply a warranty as to suitability. **Clients must advise us if the concrete contains additives such as retardants, curing agents, oxides, plasticisers, densifiers, etc, as these can effect our products. Rework will be additional to our quote.**

5. Time for completion We will endeavour to meet the reasonable target completion date made known to us or agreed by us, and in the absence of any agreed target date will endeavour to complete our work within a reasonable time. Unless expressly agreed we will not be liable for liquidated or other damages for completion delays. The time for completion shall be extended for any event directly or indirectly causing delay including but not limited to: access, weather conditions, accidents, changed work sequence, lack of information or approvals, or for any suspension of work. Should it be necessary, due to circumstances beyond our reasonable control, to engage other resources or to work outside ordinary working hours (7.30am to 5pm on "working days" as defined in the CCA) to endeavour to meet your completion target, any extra cost so incurred will be a variation.

6. Claims and Payment. Our Standard terms of payment are; a 50% deposit not less than 7 days prior to commencement and the balance due immediately on invoice. Where work is for a construction company or subcontractor, credit accounts will only be offered when requested and where all credit criteria has been met. Any work performed prior to credit approval will be due for payment on completion. Where work is undertaken over a period exceeding one month, payment claims & invoices may be issued for progress payments covering work done and costs incurred including variations up to the end of each month. Payment of the claimed amount plus GST and without any retention is due and payable immediately upon invoice. If you disagree for any reason with the claimed amount, you must respond to us in writing with a payment schedule within 5 days of invoice date, detailing a scheduled amount (the amount that you propose to pay) and your reasons and basis of calculation for any item in the payment claim that you do not propose to pay in full. You will pay the scheduled amount by the due date. If we disagree with your payment schedule we may refer the matter to adjudication (refer Disputes and Differences). Contra charges will not be accepted unless notified in advance and mutually agreed. **If payment is not received within 7 days of due date on the invoice a 5% late payment fee shall be charged and due immediately and you will pay penalties on overdue payments at an annual rate of 24%, calculated daily from the due date, plus any expenses that may be incurred by us in recovering our debt including full solicitor/client and legal costs.** If Payment is not made by the due date we also reserve the right to suspend work. Work shall resume when the

overdue payment has been made in full, and all costs and losses incurred in suspending and resuming work shall be a variation. We reserve the right to terminate the contract if payment is not received within 7 days, and you will be liable for all costs and losses including loss of profit arising out of such termination.

7. Ownership of any goods and materials supplied by us shall remain our property until paid for in full. If any money remains unpaid or you are in breach of any obligation to us, we, or our agents are authorised by you to enter your premises to remove and resell any or all of those goods and materials. You agree that we may register a Financing Statement under the Personal Property Securities Act 1999 to give us a Perfected Security in any goods supplied.

8. Variations include, without limitation, any change to the scope, quality or timing of the work, any circumstance that changes the cost of performing our work from that reasonably foreseeable at the time of quotation, or any other circumstance which is stated in these terms and conditions to be a variation, whether arising out of any oral or written instruction from you or your representative or otherwise. We will advise you as soon as practicable of any change to our contract price arising out of any variation. We may at our sole discretion, withhold performance of any work that we reasonably consider to be a variation until we have received your instruction, or where we have submitted a price for a variation your agreement to that submitted price. Variations will generally be valued on the same basis or rates as corresponding original work. Where work does not directly correspond to the quotation, or cannot be performed in the most economic manner, variations may at our sole discretion be priced on the basis of time and materials (charge-up) at our normal rates and margins current at the time of performing the work.

9. Installation You will give us unimpeded access to the site to carry out our work in an efficient and safe manner. We will provide reasonable protection for our work and equipment while the work is being installed, but we do not accept responsibility for any damage caused to our work or equipment by anyone not engaged by us or otherwise under our direct control. The repair of any damage to our work and equipment shall be charged as a variation.

10. Completion and Handover Where relevant you will ensure that the work of other relevant trades is completed so as to allow our finishing or commissioning work to proceed. We will provide advance notice of our requirements. When our work, or a section of our work, has been completed we may request that you accept that work, and unless notified otherwise within 5 working days of such request the work shall be deemed complete and you will be responsible for its ongoing protection. Acceptance of work shall not be unreasonably withheld, and work will be deemed complete when handed over for use by you.

11. Health and safety We will perform the work in accordance with all relevant health and safety requirements and with any site-specific safety requirements notified to us. We may refuse to perform work if we are not satisfied that it can be performed safely. Delays may be charged as a variation.

12. Insurance We undertake to maintain insurances for public liability for the duration of our work on site, and will provide evidence of cover if requested. Unless otherwise agreed in writing, you will insure for contractor's risk and other risks including consequential losses, fire, earthquake, theft or other damage, and will pay any excess under those policies.

13. Warranty Any warranties expressed by us do not cover issues caused by the deficiency, failure, movement or cracking of the substrate or de-lamination due to moisture, osmosis or prior contamination. Skirting boards and other surfaces that meet the floors may need repairing and/or repainting at the customers cost. Concrete grinding, sealing and polishing finishing is dependant upon the condition of the concrete, for which we will not be held responsible. Sometimes concrete can be more porous and require additional coat/s of sealer or primer. This will be a variation. We accept no responsibility for damage caused to our work by anyone not in our employ or for damage caused by animals, insects, weather, leaks or other things beyond our control. You must notify us promptly of any defects discovered in our workmanship or materials. We will address any defective workmanship and at our sole discretion repair or replace any faulty material reported to us in writing within 30 days of completion of the work or any defined stage of the work, or within any longer period agreed or stated in our quotation. We shall not be liable for any consequential costs whatsoever arising directly or indirectly out of any defect or failure. The Client agrees that any liability that we accept, shall not exceed the contract amount for that specific task.

14. Disputes and Differences If any dispute or difference arises in connection with work done or payments claimed, or any other matter relating to this contract, both parties will endeavor to resolve the matter by amicable negotiation. Either party may at any time refer any dispute to adjudication in terms of Part 3 of the CCA, and may refer any matter that is not finally resolved by adjudication to arbitration under the Arbitration Act 1996.

15. Care and Maintenance Cleaning of our surface is usually quite easy. Customer should avoid using ammonia, solvent or abrasive based cleaners, as these will attack the sealers and surface of the product. Surfaces finished with a surface sealer should be resealed every 3-5 years depending on use. An alternative, is to apply a surface polish that can be buffed.