

## POOLED EQUIPMENT POLICY

This policy applies to the receiving and despatch of all pooled equipment.

### General

Transfers to our account are allowed only after authorisation is given by Senior Management in writing and in accordance with this policy.

We do not exchange equipment upon receipt of goods. All equipment must be transferred.

We also do not provide empty equipment to customers OR suppliers.

Upon delivery of goods, a pallet transfer docket must be provided. Transferring the pallets to us from the sender or the Transport Company performing the delivery.

If you require a signed copy of the transfer docket, you are to provide two (2) copies for signatures. If only one transfer is provided, this will remain with us.

By transacting pallet movements with the account number listed below, agreement to this Pooled Equipment Policy is recognised, acknowledged, and accepted

### Locations

The policy covers the following sites;

- **Brisbane – 71 Charles Ulm Place, Eagle Farm QLD**
- **Perth – 38-40 Magnet Road, Canning Vale WA**
- **Melbourne – 88 Taryn Drive, Epping, Epping VIC**

### Equipment Types

We only accept the following equipment types;

- **Loscam Wooden Pallets (WP)**

### Supplier Accounts

- **PRIMUS AUST (Trading as Adventure Operations) Account Number 413193**

## **Pallet Transfers ON**

No transfers onto our account will be accepted without a clear and identifiable signature and agreed reference clearly recorded.

It is the sender's responsibility to ensure all pallet transfer documentation is filled out correctly and processed with the supplier. Failure to do so may result in correction or rejection of the transfer.

We reserve the right to amend or reject if the transfer is deemed incorrect upon arrival.

The transfer date on the docket will be the date received into our location or collected from the sender. The effective date is the same date the stock was received.

## **Pallet Transfers OFF**

We will transfer pallets to the receiver applying the relevant delay day rule, if no rule applies the effective date will be the day of delivery.

The transfer will be raised for each manifest onto our carrier or per purchase order to the end receiver the reference being the manifest number for the carrier and the receivers Purchase Order number if transferred to the end receiver.

## **Processing of transfers & dispute resolution**

Pooled Equipment Suppliers must receive the transfer within 90 days from the movement date to be accepted.

Any transfers processed between 91 – 180 days will be corrected with the new movement date being the invoice date that the movement appeared on.

Requests for documentation supporting the transfers must be emailed within 5 working days from the date of request, if not the transfer will be rejected.

All queries for unprocessed, rejected, or corrected transfers must be made via email quoting and including the original transfer docket, along with all documentation to support the claim.

If the query is successful, the following will apply;

1 – 90 days from movement date, processed at the original effective date.

91 – 180 days from movement date, processed at the enquiry date.

Industry standards state that claims over 180 days will not be investigated, however we believe that if authorised equipment was received (and appropriate supporting documentation is provided and verified), it should be accepted. Therefore, aged claims will be reviewed on a case-by-case basis at the discretion of Senior Management. Depending on the age administration charges may apply.