
RMF Nutraceuticals (Aust) Pty Ltd – Terms & Conditions of Trade

1. Definitions

- 1.1 "RMF" means RMF Nutraceuticals (Aust) Pty Ltd, its successors and assigns or any person acting on behalf of and with the authority of RMF Nutraceuticals (Aust) Pty Ltd.
- 1.2 "Customer" means the person/s buying the Goods 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.
- 1.3 "Goods" means all Goods or Services supplied by RMF to the Customer at the Customer's request from time to time (where the context so permits the terms 'Goods' or 'Services' shall be interchangeable for the other).
- 1.4 "Price" means the Price payable (plus any GST where applicable) for the Goods as agreed between RMF and the Customer in accordance with clause 5 below.
- 1.5 "GST" means Goods and Services Tax (GST) as defined within the "A New Tax System (Goods and Services Tax) Act 1999".

2. Acceptance

- 2.1 The Customer is taken to have exclusively accepted and is immediately bound, jointly and severally, by these terms and conditions if the Customer places an order for or accepts delivery of the Goods.
- 2.2 These terms and conditions may only be amended with the consent of both parties in writing, and shall prevail to the extent of any inconsistency with any other document or agreement between the Customer and RMF.
- 2.3 The Customer acknowledges and accepts that RMF at their discretion, reserves the right not to supply Goods if, for any reason (including but not limited to, where the Goods are not or cease to be available, account disputes or conditions placed on RMF by their suppliers). RMF shall not be liable to the Customer for any loss or damage the Customer suffers due to RMF exercising its rights under this clause.

3. Electronic Transactions (Queensland) Act 2001

- 3.1 Electronic signatures shall be deemed to be accepted by either party providing that the parties have complied with Section 14 of the Electronic Transactions (Queensland) Act 2001 or any other applicable provisions of that Act or any Regulations referred to in that Act.

4. Change in Control

- 4.1 The Customer shall give RMF not less than 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 RMF as a result of the Customer's failure to comply with this clause.

5. Price and Payment

- 5.1 At RMF's sole discretion, the Price shall be either:
- (a) as indicated on any invoice provided by RMF to the Customer; or
 - (b) RMF's quoted price (subject to clause 5.2) which will be valid for the period stated in the quotation or otherwise for a period of thirty (30) days.
- 5.2 RMF reserves the right to change the Price if a variation to RMF's quotation is requested. Any variation from the specifications of the Goods (including, but not limited to, any variation as a result of fluctuations in currency exchange rates or increases to RMF in the cost of taxes, levies, materials and labour) will be charged for on the basis of RMF's quotation, and will be detailed in writing, and shown as variations on RMF's invoice. The Customer shall be required to respond to any variation submitted by RMF within ten (10) working days. Failure to do so will entitle RMF to add the cost of the variation to the Price. Payment for all variations must be made in full at the time of their completion.
- 5.3 At RMF's sole discretion, a deposit may be required.
- 5.4 Time for payment for the Goods being of the essence, the Price will be payable by the Customer on the date/s determined by RMF, which may be:
- (a) before delivery of the Goods;
 - (b) twenty (20) days following the end of the month in which a statement is posted to the Customer's address or address for notices;
 - (c) the date specified on any invoice or other form as being the date for payment; or
 - (d) failing any notice to the contrary, the date which is seven (7) days following the date of any invoice given to the Customer by RMF.
- 5.5 Payment may be made by bank cheque, electronic/on-line banking, or by any other method as agreed to between the Customer and RMF.
- 5.6 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 RMF nor to withhold payment of any invoice because part of that invoice is in dispute.
- 5.7 Unless otherwise stated the Price does not include GST. In addition to the Price the Customer must pay to RMF an amount equal to any GST RMF must pay for any supply by RMF under this or any other agreement for the sale of the Goods. 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.

6. Delivery of Goods

- 6.1 Delivery ("Delivery") of the Goods is taken to occur at the time that:
- (a) the Customer or the Customer's nominated carrier takes possession of the Goods at RMF's address; or
 - (b) RMF (or RMF'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 RMF's sole discretion, the cost of delivery is either included in the Price or is in addition to the Price.
- 6.3 RMF 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.
- 6.4 Any time specified by RMF for delivery of the Goods is an estimate only and RMF will not be liable for any loss or damage incurred by the Customer as a result of delivery being late. However, both parties agree that they shall make every endeavour to enable the Goods to be

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delivered at the time and place as was arranged between both parties. In the event that RMF is unable to supply the Goods as agreed solely due to any action or inaction of the Customer, then RMF shall be entitled to charge a reasonable fee for redelivery and/or storage.

7. Risk

- 7.1 Risk of damage to or loss of the Goods passes to the Customer on Delivery and the Customer must insure the Goods on or before Delivery.
- 7.2 If any of the Goods are damaged or destroyed following delivery but prior to ownership passing to the Customer, RMF is entitled to receive all insurance proceeds payable for the Goods. The production of these terms and conditions by RMF is sufficient evidence of RMF's rights to receive the insurance proceeds without the need for any person dealing with RMF to make further enquiries.
- 7.3 If the Customer requests RMF to leave Goods outside RMF'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.
- 7.4 RMF accepts no liability in respect of any dangerous goods, or any contaminant, ozone depleting or hazardous substance in or emitted by any Goods.
- 7.5 Any advice, recommendation, information, assistance or service provided by RMF in relation to Goods or Services supplied is given in good faith, is based on RMF's own knowledge and experience and shall be accepted without liability on the part of RMF, and it shall be the responsibility of the Customer to confirm the accuracy and reliability of the same in light of the use to which the Customer makes or intends to make of the Goods or Services.

8. Export Contracts

- 8.1 In the event that the Goods are exported, delivery of the Goods may be subject to either FOB Contract or CIF Contract.
- 8.2 In the event of a FOB Contract the following shall apply;
 - (a) the Goods shall be delivered to the Customer by delivery on board the agreed upon mode of transport on the delivery date. RMF shall promptly notify the Customer that the Goods have been delivered aboard. Title (subject to clause 9 below) to, and risk in the Goods shall pass to the Customer upon such delivery being effected. RMF shall promptly provide the Customer with a clean shipped bill of lading in respect of the Goods.
 - (b) the Customer shall reserve the necessary space on board the agreed upon mode of transport and give RMF due notice of the loading berth and any revised delivery dates. The Customer shall bear any additional costs caused due to the failure of the agreed upon mode of transport being available to load the Goods on the delivery date.
- 8.3 In the event of a CIF contract the following shall apply:
 - (a) the Goods shall be delivered to the Customer by delivery on board the agreed upon mode of transport on or before the delivery date. RMF shall procure a contract of carriage and insure the Goods from dispatch until delivery on terms current in the trade for the benefit of the Customer. RMF shall promptly tender to the Customer a clean shipped bill of lading, the insurance policy and an invoice in respect of the Goods.
 - (b) the Customer shall accept the documents tendered by RMF if they correspond to this contract and take delivery of the Goods at the port of destination and bear all other costs and charges arising out of shipment of the Goods to the port of destination.
- 8.4 The Customer:
 - (a) must comply with such other requirements as RMF may request, including providing security in the form of the Customer's irrevocable letter of credit confirmed by a major national bank of RMF's choosing.
 - (b) warrants that sale transactions comply with all applicable laws, including all import, export and exchange control regulations.

9. Title

- 9.1 RMF and the Customer agree that ownership of the Goods shall not pass until:
 - (a) the Customer has paid RMF all amounts owing to RMF; and
 - (b) the Customer has met all of its other obligations to RMF.
- 9.2 Receipt by RMF 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.
- 9.3 It is further agreed that, until ownership of the Goods passes to the Customer in accordance with clause 9.1:
 - (a) the Customer is only a bailee of the Goods and must return the Goods to RMF on request.
 - (b) the Customer holds the benefit of the Customer's insurance of the Goods on trust for RMF and must pay to RMF 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 RMF and must pay or deliver the proceeds to RMF 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 RMF and must sell, dispose of or return the resulting product to RMF as it so directs.
 - (e) the Customer irrevocably authorises RMF to enter any premises where RMF believes the Goods are kept and recover possession of the Goods.
 - (f) RMF may recover possession of any Goods in transit whether or not delivery has occurred.
 - (g) 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 RMF.
 - (h) RMF may commence proceedings to recover the Price of the Goods sold notwithstanding that ownership of the Goods has not passed to the Customer.

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 and conditions in writing the Customer acknowledges and agrees that these terms and conditions constitute a security agreement for the purposes of the PPSA and creates a security interest in all Goods and/or collateral (account) – being a

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- monetary obligation of the Customer to RMF for Services – that have previously been supplied and that will be supplied in the future by RMF 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 RMF 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, RMF 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 charged thereby;
 - (c) not register a financing change statement in respect of a security interest without the prior written consent of RMF;
 - (d) not register, or permit to be registered, a financing statement or a financing change statement in relation to the Goods and/or collateral (account) in favour of a third party without the prior written consent of RMF;
 - (e) immediately advise RMF of any material change in its business practices of selling the Goods which would result in a change in the nature of proceeds derived from such sales.
- 10.4 RMF and the Customer agree that sections 96, 115 and 125 of the PPSA do not apply to the security agreement created by these terms and conditions.
- 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 RMF, 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 RMF under clauses 10.3 to 10.5.
- 10.9 Subject to any express provisions to the contrary (including those contained in this clause 10) nothing in these terms and conditions is intended to have the effect of contracting out of any of the provisions of the PPSA.
- 11. Security and Charge**
- 11.1 In consideration of RMF agreeing to supply the Goods, 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).
- 11.2 The Customer indemnifies RMF from and against all RMF's costs and disbursements including legal costs on a solicitor and own client basis incurred in exercising RMF's rights under this clause.
- 11.3 The Customer irrevocably appoints RMF and each director of RMF as the Customer's true and lawful attorney/s to perform all necessary acts to give effect to the provisions of this clause 11 including, but not limited to, signing any document on the Customer's behalf.
- 12. Defects, Warranties and Returns, Competition and Consumer Act 2010 (CCA)**
- 12.1 The Customer must inspect the Goods on delivery and must within three (3) days of delivery notify RMF 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 as soon as reasonably possible after any such defect becomes evident. Upon such notification the Customer must allow RMF to inspect the Goods.
- 12.2 Under applicable State, Territory and Commonwealth Law (including, without limitation the CCA), certain statutory implied guarantees and warranties (including, without limitation the statutory guarantees under the CCA) may be implied into these terms and conditions (**Non-Excluded Guarantees**).
- 12.3 RMF acknowledges that nothing in these terms and conditions purports to modify or exclude the Non-Excluded Guarantees.
- 12.4 Except as expressly set out in these terms and conditions or in respect of the Non-Excluded Guarantees, RMF makes no warranties or other representations under these terms and conditions including but not limited to the quality or suitability of the Goods. RMF'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, RMF's liability is limited to the extent permitted by section 64A of Schedule 2.
- 12.6 If RMF is required to replace the Goods under this clause or the CCA, but is unable to do so, RMF may refund any money the Customer has paid for the Goods.
- 12.7 If the Customer is not a consumer within the meaning of the CCA, RMF's liability for any defect or damage in the Goods is:
- (a) limited to the value of any express warranty or warranty card provided to the Customer by RMF at RMF's sole discretion;
 - (b) limited to any warranty to which RMF is entitled, if RMF did not manufacture the Goods;
 - (c) otherwise negated absolutely.
- 12.8 Subject to this clause 12, returns will only be accepted provided that:
- (a) the Customer has complied with the provisions of clause 12.1; and
 - (b) RMF has agreed that the Goods are defective; and
 - (c) the Goods are returned within a reasonable time at the Customer's cost (if that cost is not significant); and
 - (d) the Goods are returned in as close a condition to that in which they were delivered as is possible.
- 12.9 Notwithstanding clauses 12.1 to 12.8 but subject to the CCA, RMF 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;
 - (b) the Customer using the Goods for any purpose other than that for which they were designed;
 - (c) the Customer continuing the use of any Goods 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 RMF;
 - (e) fair wear and tear, any accident, or act of God.

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- 12.10 RMF may in its absolute discretion accept non-defective Goods for return in which case RMF may require the Customer to pay handling fees of up to twenty percent (20%) of the value of the returned Goods plus any freight costs.
- 12.11 Notwithstanding anything contained in this clause if RMF is required by a law to accept a return then RMF will only accept a return on the conditions imposed by that law.

13. Intellectual Property

- 13.1 Where RMF has designed, drawn or developed Goods for the Customer, then the copyright in any designs and drawings and documents shall remain the property of RMF. Under no circumstances may such designs, drawings and documents be used without the express written approval of RMF.
- 13.2 The Customer warrants that all designs, specifications or instructions given to RMF will not cause RMF to infringe any patent, registered design or trademark in the execution of the Customer's order and the Customer agrees to indemnify RMF against any action taken by a third party against RMF in respect of any such infringement.
- 13.3 The Customer agrees that RMF may (at no cost) use for the purposes of marketing or entry into any competition, any documents, designs, drawings or Goods which RMF has created for the Customer.

14. Default and Consequences of Default

- 14.1 Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of two and a half percent (2.5%) per calendar month (and at RMF's sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.
- 14.2 If the Customer owes RMF any money the Customer shall indemnify RMF from and against all costs and disbursements incurred by RMF in recovering the debt (including but not limited to internal administration fees, legal costs on a solicitor and own client basis, RMF's contract default fee, and bank dishonour fees).
- 14.3 Further to any other rights or remedies RMF may have under this contract, if a Customer has made payment to RMF, and the transaction is subsequently reversed, the Customer shall be liable for the amount of the reversed transaction, in addition to any further costs incurred by RMF under this clause 14 where it can be proven that such reversal is found to be illegal, fraudulent or in contravention to the Customer's obligations under this agreement.
- 14.4 Without prejudice to RMF's other remedies at law RMF shall be entitled to cancel all or any part of any order of the Customer which remains unfulfilled and all amounts owing to RMF shall, whether or not due for payment, become immediately payable if:
- (a) any money payable to RMF becomes overdue, or in RMF's opinion the Customer will be unable to make a payment when it falls due;
 - (b) the Customer has exceeded any applicable credit limit provided by RMF;
 - (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
 - (d) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Customer or any asset of the Customer.

15. Cancellation

- 15.1 Without prejudice to any other remedies RMF may have, if at any time the Customer is in breach of any obligation (including those relating to payment) under these terms and conditions RMF may suspend or terminate the supply of Goods to the Customer. RMF will not be liable to the Customer for any loss or damage the Customer suffers because RMF has exercised its rights under this clause.
- 15.2 RMF may cancel any contract to which these terms and conditions apply or cancel delivery of Goods at any time before the Goods are delivered by giving written notice to the Customer. On giving such notice RMF shall repay to the Customer any money paid by the Customer for the Goods. RMF shall not be liable for any loss or damage whatsoever arising from such cancellation.
- 15.3 In the event that the Customer cancels delivery of Goods the Customer shall be liable for any and all loss incurred (whether direct or indirect) by RMF as a direct result of the cancellation (including, but not limited to, any loss of profits).
- 15.4 Cancellation of orders for Goods made to the Customer's specifications, or for non-stocklist items, will definitely not be accepted once production has commenced, or an order has been placed.

16. Privacy Act 1988

- 16.1 The Customer agrees for RMF to obtain from a credit reporting body (CRB) a credit report containing personal credit information (e.g. name, address, D.O.B, occupation, previous credit applications, credit history) about the Customer in relation to credit provided by RMF.
- 16.2 The Customer agrees that RMF may exchange information about the Customer with those credit providers and with related body corporates for the following purposes:
- (a) to assess an application by the Customer; and/or
 - (b) to notify other credit providers of a default by the Customer; and/or
 - (c) to exchange information with other credit providers as to the status of this credit account, where the Customer is in default with other credit providers; and/or
 - (d) to assess the creditworthiness of the Customer including the Customer's repayment history in the preceding two years.
- 16.3 The Customer consents to RMF being given a consumer credit report to collect overdue payment on commercial credit.
- 16.4 The Customer agrees that personal credit information provided may be used and retained by RMF for the following purposes (and for other agreed purposes or required by):
- (a) the provision of Goods; and/or
 - (b) analysing, verifying and/or checking the Customer's credit, payment and/or status in relation to the provision of Goods; and/or
 - (c) processing of any payment instructions, direct debit facilities and/or credit facilities requested by the Customer; and/or
 - (d) enabling the collection of amounts outstanding in relation to the Goods.
- 16.5 RMF may give information about the Customer to a CRB for the following purposes:
- (a) to obtain a consumer credit report;
 - (b) allow the CRB to create or maintain a credit information file about the Customer including credit history.

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- 16.6 The information given to the CRB may include:
- (a) personal information as outlined in 16.1 above;
 - (b) name of the credit provider and that RMF is a current credit provider to the Customer;
 - (c) whether the credit provider is a licensee;
 - (d) type of consumer credit;
 - (e) details concerning the Customer's application for credit or commercial credit (e.g. date of commencement/termination of the credit account and the amount requested);
 - (f) advice of consumer credit defaults, overdue accounts, loan repayments or outstanding monies which are overdue by more than sixty (60) days and for which written notice for request of payment has been made and debt recovery action commenced or alternatively that the Customer no longer has any overdue accounts and RMF has been paid or otherwise discharged and all details surrounding that discharge (e.g. dates of payments);
 - (g) information that, in the opinion of RMF, the Customer has committed a serious credit infringement;
 - (h) advice that the amount of the Customer's overdue payment is equal to or more than one hundred and fifty dollars (\$150).
- 16.7 The Customer shall have the right to request (by e-mail) from RMF:
- (a) a copy of the information about the Customer retained by RMF and the right to request that RMF correct any incorrect information; and
 - (b) that RMF does not disclose any personal information about the Customer for the purpose of direct marketing.
- 16.8 RMF will destroy personal information upon the Customer's request (by e-mail) or if it is no longer required unless it is required in order to fulfil the obligations of this agreement or is required to be maintained and/or stored in accordance with the law.
- 16.9 The Customer can make a privacy complaint by contacting RMF via e-mail. RMF will respond to that complaint within seven (7) days of receipt and will take all reasonable steps to make a decision as to the complaint within thirty (30) days of receipt of the complaint. In the event that the Customer is not satisfied with the resolution provided, the Customer can make a complaint to the Information Commissioner at www.oaic.gov.au.

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. General

- 18.1 The failure by either party to enforce any provision of these terms and conditions shall not be treated as a waiver of that provision, nor shall it affect that party'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.
- 18.2 These terms and conditions and any contract to which they apply shall be governed by the laws of Queensland, the state in which RMF has its principal place of business, and are subject to the jurisdiction of the Southport courts in that state.
- 18.3 Subject to clause 12 RMF 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 RMF of these terms and conditions (alternatively RMF's liability shall be limited to damages which under no circumstances shall exceed the Price of the Goods).
- 18.4 Neither party shall assign or sub-contract all or any part of their rights and obligations under this agreement without the written consent of the other party.
- 18.5 The Customer agrees that RMF may amend these terms and conditions by notifying the Customer in writing. These changes shall be deemed to take effect from the date on which the Customer accepts such changes, or otherwise at such time as the Customer makes a further request for RMF to provide Goods to the Customer.
- 18.6 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.
- 18.7 Both parties warrant that they have the power to enter into this agreement and have obtained all necessary authorisations to allow them to do so, they are not insolvent and that this agreement creates binding and valid legal obligations on them.