



## Delivery Terms & Conditions

### Safety

Apex Building Products are committed to the safety of our employees and customers. Staff are expected to comply with all current legislations and to make decisions with regard to safe working practices. No employee whether it be production or transport, will be involved in any unsafe acts or inappropriate practices.

### Unattended Sites

While Apex Building Products endeavour to deliver material as close to the site as possible, we will not be responsible for any shortage, loss or damage that has occurred if the customer is not on site to accept delivery.

If there is no one on site when the goods are delivered the driver will take a photograph of the goods after unloading and this will be deemed as proof of delivery

### Site Accessibility

The customer is responsible for making sure that the site is clear and accessible, so that the material can be placed in a safe area. Where goods are unable to be unloaded due to the site not being ready or any other factor, a return and a redelivery fee will be charged. Apex will also not be responsible for any damage that may occur with the material having to be moved several times on the truck and in the factory.

### Time Deliveries

Apex Building Products endeavour to meet as many time deliveries as they can, but can only meet a certain amount. Please ensure that your orders are in early so that a spot can be booked. Some delays may occur which will be beyond our control and we cannot accept responsibility for this

### Unloading

Listed are the expected time frames for unloading:

- Store Deliveries 1/2hour
- Site Deliveries 1 hour
- Crane Lifts 2 hours
- Full Truck Loads 3 hours

If the above times are exceeded, the customer will be charged at a rate of \$105 per hour or part thereof.

Apex Building Products have a variety of trucks available. Gutter trucks for delivering Fascia and Gutter only (max length 10m), Tray Truck (max length 9m) Semi Trailer (max length for Apex to be able to unload with their crane is 14.5m, anything over this length is the responsibility of the customer)

Please ensure that if you have orders for material over 9m that you do pre book a truck as we have limited semi deliveries available.

**Our drivers WILL NOT crane any material off their trucks under power lines, nor over fences, lift directly onto a roof or other vehicle. Material will be lifted from the truck and placed in the safest possible place and manner.**

### Regional Deliveries

Please refer to the Apex Building Products delivery map to the areas that we deliver to. Some places are every day, while others may be a specific day only. Anything outside our standard delivery area will be POA.

### Factors affecting deliveries

**Weather:** unfortunately bad weather can cause hold ups on site and on the roads which could throw out any delivery times that have been specified.

**Local Regulations:** Some councils have specific regulations regarding early deliveries, parking on the street and time restraints.

**Public Holidays:** May cause some disruption to lead times