

GENERAL TERMS & CONDITIONS

1. Background
 - (a) SPL is a supplier of linen products for accommodation, hospitality and health care use.
 - (b) SPL agrees to supply the SPL Assets through either the SPL Self-Serve Linen Hub, Click & Collect or Deliver, and the Customer agrees to accept the SPL Assets in accordance with these terms and conditions.
2. Registration
 - (a) Each Customer will be required to create an online account and complete the customer registration form with SPL. This includes the creation of an online account and selected payment options.
 - (b) This registration must be accepted by SPL for the successful completion of the onboarding process (subject to any credit references that must be passed).
 - (c) The Customer confirms that it will not be permitted to be supplied with SPL Assets under this Agreement until their registration is accepted by SPL.
3. Self-Serve Linen Hub access and use
 - (a) Access to the nominated SPL Self-Serve Linen Hub is at the sole and absolute discretion of SPL and for authorised Customers only with regular access supplied 23 hours a day, 7 days a week.
 - (b) SPL may temporarily suspend or terminate access to any SPL Self-Serve Linen Hub at any time, if SPL determines there are reasonable grounds for doing so including but not limited to safety concerns, theft, damage, misuse, or any other reason.
 - (c) It is a condition of access to each and all SPL Self-Serve Linen Hubs that the Customer observes and follows all instructions and directions for its proper use. Any misuse or damage caused (whether intentional or unintentional) may result in SPL denying further access to the Customer.
 - (d) Without limiting clause 3(b), the Customer acknowledges that some SPL Self-Serve Linen Hubs are fully self-contained and self-powered which may limit access from time to time.
4. Click & Collect access and use
 - (a) The Customer is required to order SPL Assets via the SPL Portal unless they are advised otherwise in writing by the SPL Representative. Click & Collect order cutoff times are detailed via the Linen Hub Help Centre – [Into the Fold](#) and are subject to change.
 - (b) Regular hours of access to the nominated Click & Collect Facility will be solely determined by SPL and will be notified to the Customer at the time of placing the order via the SPL Portal.
 - (c) SPL may temporarily suspend or terminate access to any Click & Collect Facility at any time if SPL determines there are reasonable grounds for doing so including but not limited to safety concerns, theft, damage, misuse, or any other reason.
 - (d) It is a condition of access to each and all Click & Collect Facilities that the Customer observes and follows all instructions provided upon order confirmation regarding collection of the SPL Assets. Any misuse, staff harassment or damage, intentional or unintentional may result in SPL denying further access to the Customer.
5. Click & Deliver access and use
 - (f) The Customer is required to order SPL Assets via the SPL Portal unless they are advised otherwise in writing by the SPL Representative. Delivery order cutoff time are detailed via the Linen Hub Help Centre – [Into the Fold](#) and are subject to change.
 - (g) Delivery and collection of the SPL Assets from the Customer's premises are subject to an additional fee as agreed between the parties.
 - (h) Order cancellations must be requested in accordance with the order cut off times. Cancellations outside this timeframe will be subject to a \$25 cancellation fee.
6. Item Availability: SPL will use reasonable endeavours to make the SPL Assets available (whether by way of the SPL Self-Serve Linen Hub, the Click & Collect Facility or the Delivery Service) at all times however SPL does not guarantee availability.
7. Collection:
 - (a) The Customer acknowledges that they are responsible for the collection and return of the SPL Assets in accordance with these terms and conditions and at either the Click & Collect or SPL Self-Serve Linen Hub facilities.
 - (b) If the Customer fails to correctly scan SPL Assets at an SPL Self-Serve Linen Hub, SPL reserves the right to charge the pickup price + 14 days daily rental price listed in Clause 9, per item.
8. Term and Termination: This Agreement shall continue for a period of one (1) year and shall automatically and perpetually renew for successive periods of one (1) year in duration on the terms and conditions of this Agreement and can be determined by either Party at will and with not less than 30 days' written notice.
9. Pricing: The SPL Assets will be provided to the Customer as per the Pricing below.

Accommodation Items

<u>Item</u>	<u>Pick Up Price</u> <u>Ex gst</u>	<u>Daily Rental</u> <u>Price Ex gst</u>
TEA TOWEL	\$0.30	\$0.11
FACE WASHER	\$0.30	\$0.11
BATH MAT	\$0.30	\$0.11
PILLOWCASE STANDARD PLAIN	\$0.30	\$0.11
HAND TOWEL	\$0.30	\$0.11
BATH TOWEL	\$1.20	\$0.16
BATH SHEET	\$1.20	\$0.16
SINGLE SHEET	\$1.20	\$0.16
QUEEN SHEET	\$1.20	\$0.16
KING SHEET	\$1.20	\$0.16
TOP SHEET SINGLE	\$1.20	\$0.16
TOP SHEET QUEEN	\$1.20	\$0.16

TOP SHEET KING	\$1.20	\$0.16
DOONA COVERS ALL SIZES	\$3.20	\$0.27
BATH ROBE	\$3.20	\$0.27
POOL TOWEL BLUE STRIPED	\$1.20	\$0.16
LINEN BAG	\$0.07	\$0.11

Healthcare Items

<u>Item</u>	<u>Pick Up Price Ex gst</u>	<u>Daily Rental Price Ex gst</u>
PILLOWCASE STANDARD PLAIN	\$0.30	\$0.11
HAND TOWEL	\$0.30	\$0.11
BATH TOWEL	\$1.20	\$0.16
BATH SHEET	\$1.20	\$0.16
SINGLE SHEET	\$1.20	\$0.16
SCRUB TOPS ALL SIZES	\$1.50	\$0.15
SCRUB PANTS ALL SIZES	\$1.50	\$0.15
PATIENT GOWNS ALL SIZES	\$1.50	\$0.15
WARMING JACKET	\$1.50	\$0.15
BLANKET FIBRESMART	\$1.50	\$0.20
MOP HEAD	\$1.00	\$0.12
LINEN BAG	\$0.07	\$0.11

Hospitality (F&B) Items

<u>Item</u>	<u>Pick Up Price Ex gst</u>	<u>Daily Rental Price Ex gst</u>
TEA TOWEL	\$0.30	\$0.11
NAPKIN CARESS BLACK / WHITE	\$0.30	\$0.11
POLISHING CLOTH	\$0.30	\$0.09
GLASS CLOTH	\$0.30	\$0.09
APRON BLUE / BLACK STRIPE	\$1.20	\$0.15
TABLE LINEN 54 X 54" BLACK / WHITE	\$1.20	\$0.15
TABLE LINEN 54 X 90" BLACK / WHITE	\$1.20	\$0.15
TABLE LINEN 63 X 63" BLACK / WHITE	\$1.20	\$0.15
TABLE LINEN 90 X 90" BLACK / WHITE	\$3.00	\$0.30
TABLE LINEN 54 X 144" BLACK / WHITE	\$3.00	\$0.30
TABLE LINEN 300CM ROUND WHITE	\$3.50	\$0.30
LINEN BAG	\$0.07	\$0.11

*note not all items are available in all locations

Where:

- the "Pick Up Price" is the initial charge for the day the SPL Asset is received by the Customer; and
- the "Daily Rental Charge" is charged for each day (with the exception of the first day of which is charged at the Pick Up Price) and until the SPL Asset is returned to the SPL Self-Serve Linen Hub, the Click & Collect Facility or collected by SPL under the Delivery Service (whichever is applicable) and inclusive of the day of return.

- Soiled SPL Asset return: The Customer agrees to ensure that:
 - Soiled SPL Assets are securely held in SPL Laundry Trolleys and/or Laundry Bags, and that they are returned to the

relevant SPL Self-Serve Linen Hub, the Click & Collect Facility or available for collection under the Delivery Service as per the manner set out below and placed in any areas designated for the return of Soiled SPL Asset, and

- Trolleys (where provided to the Customer) and Laundry Bags are not filled beyond their external dimensions and that any excess Soiled SPL Assets will be stored in a Customer provided container suitable for such storage and the Soiled SPL Assets will not otherwise be placed on concrete or any unsealed surface under any circumstances and the Customer agrees that it will order additional Trolleys for Soiled SPL Assets when required; and
 - Soiled SPL Assets are returned in a prompt and timely manner that avoids damage and assists ongoing supply.
 - Any soiled linen returned to a Collection Hub is in accordance with the soiled collection schedule outlined via the Linen Hub Help Centre - [Into the Fold](#).
- Trolleys: where the SPL Assets provided to the Customer includes a Trolley (or Trolleys) and SPL agrees to the provision of the same, the Customer acknowledges and agrees that the Trolleys will be used solely for the purpose of delivery and collection of SPL Assets and not for any other purpose. All Trolleys must be returned to the original location of collection (at the original of the Click & Collect, SPL Self-Serve Linen Hub facility or collected by SPL under the Delivery Service) within 21 days of the date of their initial collection.
 - Price Adjustment
 - SPL reserves the right to vary the Pricing from time to time in response to changing input costs and market demand provided and such variation to take effect from the provision of at least thirty (30) days' prior written notice to the Customer.
 - If the Customer does not agree to the variation of the Pricing, the Customer may terminate this Agreement in accordance with clause 8.
 - Rebates:
 - Where and within any Rebate Calculation Period (financial year), the Customer's total purchases and amounts paid (excluding GST) fall within the Quarterly Purchase Range set out in the table below, the Customer will be entitled to the corresponding Rebate.
 - The Rebate will be credited by SPL within thirty (30) days from the end of the relevant Rebate Calculation Period.
 - The Quarterly Spend Range and the corresponding Rebate are as follows:

Quarterly Spend Range	Rebate
\$5,000 to \$10,000	\$150.00
\$10,001 to \$20,000	\$500.00
\$20,001 +	\$1,300.00
 - The Customer acknowledges that the eligibility for a Rebate is subject to the Customer having complied with all the terms and conditions and any direction by SPL within the Rebate Calculation Period.
 - SPL reserves the right to exclude a member for rebated based on linen usage behaviour.
 - Spend totals for rebate calculations excludes invoices for linen loss and delivery costs.
 - Invoice & Invoice Disputes:
 - SPL will provide the Customer with a valid tax invoice for the SPL Assets as per the Pricing shown in clause 9 and as otherwise adjusted from time to time as per the terms of this Agreement.
 - If the Customer disputes any items in the invoice, then within seven (7) days of the invoice date, the Customer must notify

- SPL of the disputed item and in the absence of such notice the Customer is deemed to have accepted the invoice.
- (c) With the exception of the disputed item(s), nothing in this clause obviates the obligations of the Customer to pay any and all undisputed amounts in accordance with clause 15 of this Agreement.
15. Payment:
- (a) Subject to the receipt of any invoice dispute in accordance with clause 14, the Customer acknowledges that all invoiced amounts are to be paid within seven (7) days of the date of the relevant invoice.
- (b) In the event of a change in ownership of the Customer, the Customer will remain responsible for payment for any SPL Assets supplied following the change of ownership, until SPL formally accepts the credit application and registration of the new owner.
- (c) If a direct debit payment is dishonoured by the Customer's financial institution for any reason, SPL reserves the right to charge a dishonour fee of \$5 AUD to cover bank fees and administrative costs. The Customer will be notified of the failed payment. Repeated dishonours may result in suspension of service until such time as all payments have been made in full.
- (d) If payment is via invoice, SPL reserves the right to charge a processing fee of \$10 AUD per invoice to cover administrative costs.
16. Interest: Any outstanding amount payable after the due date, that has not been identified by the Customer as disputed, or that is disputed but later agreed or determined to be payable, will incur interest at a rate of 12% per annum from the due date until the date of actual payment.
17. Ownership Retained: The Customer acknowledges and agrees that all SPL Assets supplied pursuant to this Agreement are the sole property of SPL.
18. Protection of SPL Assets & Replacement:
- (a) The Customer agrees to use its best and reasonable endeavours to ensure that all SPL Assets are protected from theft, damage or loss whether arising from misuse, or any other action or failure of action by the Customer or its Personnel.
- (b) If SPL determines, acting reasonably, that any SPL Asset has been stolen, damaged or lost by the Customer in breach of clause 18(a), the Customer agrees to pay SPL the Replacement Price as outlined on [Into the Fold](#) for that SPL Asset.
19. SPL as Sole Maintainer: The Customer agrees that SPL has sole and exclusive right to maintain SPL Assets (including to the exclusion of the Customer itself) including the washing and drying of linen, and that this right is fundamental term of this Agreement. The Customer agrees that performance of unauthorised maintenance on SPL Assets will entitle SPL to claim for lost earnings and, at SPL's reasonable discretion, compensation for damage to any SPL Asset.
20. Use for Purpose Only: The Customer agrees that SPL Linen items are provided only for the Purpose and that any other use by the Customer or its Personnel, may be deemed as misuse as determined by SPL.
21. Exclusive Use: The Customer agrees that SPL Linen items are provided for exclusive use by the Customer only.
22. Insurance: The Customer agrees to always hold sufficient and appropriate insurance to cover the theft, loss or damage of all SPL Assets held by the Customer during the term of this agreement.
23. Rejects & Credits:
- (a) The Customer acknowledges and agrees that despite processing quality controls, some SPL Assets may be supplied with quality flaws.
- (ii) SPL will provide a credit for individual pick-up cost and 3-days rental charges to allow for return for SPL Assets supplied with quality flaws subject to:
- (i) the Customer returning the rejected SPL Assets in a separate linen bag with a reject form included (available via [Into the Fold](#)) and notifying SPL of the quality concern using the reject linen process detailed on [Into the Fold](#)
- (ii) SPL reasonably determining that the quality flaw was not caused or contributed to by the Customer or the Customer's Personnel
24. Third Party Use of Service:
The Customer acknowledges that all linen hired through the service is scanned out and registered against their account upon leaving the primary SPL depot and is scanned returned only when received back at the primary SPL depot. In cases where the Customer opts to access linen via a third-party collection point, they understand and agree that additional daily hire fees of up to 3 days may apply until the linen is returned to the primary SPL depot. The Customer further acknowledges that no credit will be issued for any such additional fees incurred under these circumstances.
25. Customer Personal Information
- (a) Collection of Personal Information: SPL may collect personal information from the Customer in various ways, including website visits, interacting with SPL services, or providing information voluntarily including by way of the original customer registration. The types of personal information SPL may collect includes but is not limited to:
- (i) contact information (name, email address, phone number, etc.);
- (ii) direct debit information; and
- (iii) information provided through customer support inquiries or feedback.
- (b) Use of Personal Information: SPL may use the personal information collected for the following purposes:
- (i) providing and improving products and services
- (ii) processing payment transactions and fulfilling orders
- (iii) Communicating with Customer regarding enquiries, requests, or purchases
- (iv) Complying with legal obligations and preventing fraudulent activities.
- (c) Disclosure of Personal Information: SPL may use or disclose the Customer's personal information to third parties in the provision of its services to the Customer in the following circumstances:
- (i) Service Providers: SPL may share personal information with trusted third-party service providers who assist in delivering SPL products and services, such as payment processors, shipping partners, or IT support providers;
- (ii) Legal Compliance: SPL may disclose personal information if required by law or to protect SPL rights, safety, or property; and
- (iii) Business Transfers: In the event of a merger, acquisition, or sale of the SPL business assets,

personal information may be transferred to the relevant parties involved.

- (d) **Consent:** the Customer expressly consents to SPL's collection, use and disclosure of Personal Information as required to facilitate the provision of services under these terms and conditions and as contemplated in this clause.
 - (e) **Data Security:** SPL implements reasonable security measures to protect Customers personal information from unauthorised access, disclosure, alteration, or destruction. However, the Customer acknowledges that whilst steps are taken by SPL to protect such information, SPL cannot guarantee that the dissemination of such information via electronic means is entirely secure. SPL cannot guarantee the absolute security of personal information.
 - (f) **Data Breach:** SPL will:
 - (i) notify the Customer as soon as reasonably practicable in writing and give the Customer full details if SPL becomes aware that a disclosure, misuse, modification, interference or loss of, or other unauthorised access to the Customer's Personal Information accessed or held by the Supplier has occurred (**Data Breach**); and
 - (ii) take such steps to identify the cause of and remedy the Data Breach.
26. **Australian Consumer Law:** Where the Customer acquires as a Consumer:
- (a) in relation to goods or services of a kind ordinarily acquired for personal, domestic, or household use or consumption, the operation of the consumer guarantees are not in this Agreement excluded, restricted, or modified; and
 - (b) in relation to other goods and services, where it is lawfully able to do so SPL limits its liability howsoever arising to the following at its option:
 - (i) in the case of goods, the replacement of the goods or the supply of equivalent goods; and
 - (ii) in the case of services, the supplying of the services again.
27. **Implied Terms:** To the extent permitted by Law, all conditions, warranties, guarantees, representations, rights, remedies, liabilities, and other terms relating to this agreement, or its subject matter not contained in this agreement are excluded from this agreement.
28. **Indemnity:** The Customer will indemnify SPL from and against all Losses and Claims sustained or incurred by SPL arising out of or in connection with any damage to property or personal injury caused by an act or omission of the Customer or its Personnel, except to the extent that the Loss and/or Claim is due to the negligence of SPL.
29. **Goods & Services Tax (GST):**
- (a) All amounts payable (including Pricing) or other consideration to be provided for a supply under or in connection with this agreement are exclusive of goods and services tax (GST), unless specifically described in this agreement as 'GST inclusive'.
 - (b) If GST is payable by the Customer on any supply made under or in connection with this agreement (not being a supply the consideration for which is specifically described in this agreement as 'GST inclusive'), the Customer must pay to SPL an additional amount equal to the GST payable on the supply provided SPL gives a tax invoice to Customer.
 - (c) Unless the context otherwise requires, words or expressions used in this clause 29 which are defined in the *A New Tax*

System (Goods and Services Tax) Act 1999 (Cth) have the same meaning in this clause.

30. **Force Majeure:** SPL will not be liable for a failure or delay in providing the Linen items or performing any obligations under this agreement when such failure or delay is caused directly or indirectly by a Force Majeure Event. A Force Majeure event will be declared after SPL gives the Customer notice thereof and the obligations affected by it and will use all reasonable efforts to remove the Force Majeure Event or mitigate its effects as soon as reasonably possible and will promptly recommence the affected obligation as soon as the Force Majeure Event ends.
31. **Amendment:**
- (a) SPL may seek to amend the terms and conditions of this Agreement provided it supplies prior written notice to the Customer.
 - (b) The Customer, if it determines, acting reasonably that the proposed variation constitutes a material detriment to the Customer, may seek to terminate this Agreement by written notice to SPL and within thirty (30) days of receipt of the notice from SPL provided under clause 31(a).
 - (c) The Customer will be deemed to have accepted the variation in the absence of any notice to terminate this Agreement provided by the Customer to SPL in accordance with clause 31(b).
32. **Dispute Resolution**
- (a) In the event of a Dispute, the Parties must comply with this clause 32 before starting any arbitration or court proceedings (except proceedings for urgent injunctive relief).
 - (b) A Party claiming that a Dispute has arisen must give the other Party notice setting out details of the Dispute.
 - (c) During the fourteen (14) days after a notice is given under clause 32(b) (or longer period if the Parties to the Dispute agree in writing), each Party to the Dispute must use reasonable efforts to resolve the Dispute. If the Parties cannot resolve the Dispute within that period, a Party may refer the Dispute to a binding arbitration to be conducted in Victoria in accordance with the Rules of the Institute of Arbitrators & Mediators Australia (Institute) and will be conducted by one or more arbitrators appointed by the President (or nominee) of the Institute.
 - (d) A Party must not start court proceedings in relation to a Dispute until it has exhausted the mandatory procedures of this clause 32.
33. **Notices**
- (a) A notice, consent or other communication under this Agreement is only effective if it is:
 - (i) in writing, signed by or on behalf of the person giving it;
 - (ii) addressed to the person to whom it is to be given; and
 - (iii) either:
 - (A) delivered or sent by pre-paid mail (by airmail, if the addressee is overseas) to that person's address; or
 - (B) sent by email to that person's email and the machine from which it is sent produces a delivery log which signifies that the email was sent and relayed to its intended recipient successfully.
 - (b) A Party's mail address and email address are as set out in online account registration process set out in clause 2 or as otherwise notified by a Party in writing to the other Party from time to time.

- (c) If any notice, consent, information, application or request is delivered, or read report in relation to it is received, on a day that is not a Business Day, or if on a Business Day, after 5pm on that day, it is to be treated as having been given or made at the beginning of the next Business Day.

34. General terms:

- (a) This Agreement is not to be interpreted against the interests of a Party merely because that Party proposed this Agreement or some provision of it or because that Party relies on a provision of this Agreement to protect itself.
- (b) This Agreement constitutes the entire agreement between the parties in connection with its subject matter and supersedes all previous agreements or understandings between the parties.
- (c) If SPL does not exercise or enforce any right or provision under this Agreement, it will not constitute a waiver of such

right or provision. Any waiver of any provision under this Agreement will only be effective if it is in writing and signed by SPL.

- (d) If any part of this Agreement is found to be void, unlawful or unenforceable, it will be deemed to be severed from this Agreement to the extent of its invalidity, illegality and/or unenforceability only and the remainder of this Agreement will remain in full force and effect.
- (e) This Agreement is governed by the Laws of the State, and each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of the State. The parties must comply with all Laws applicable to the performance of their obligations under this Agreement.

END

Schedule 1 – Definitions & Interpretation

DEFINED TERMS AND INTERPRETATION

Agreement means the agreement between SPL and the Customer comprised of these general terms and conditions under which SPL provides you with use of the SPL Assets.

Australian Consumer Law has the meaning given to that term in section 4 of the *Competition and Consumer Act 2010 (Cth)*.

Business Day means any day that is not a weekend or public holiday in the State.

Claim means any claim, demand or proceeding arising out of any cause of action (including breach of contract, tort (including negligence) and any other common law, equitable or statutory cause of action).

Click & Collect means the process of the Customer ordering SPL Assets online and arranging self collection from the nominated Click & Collect Facility.

Click & Collect Facility means the relevant SPL facility as designated by SPL.

Consumer has the meaning given to that term in section 3 of the Australian Consumer Law.

Consumer Guarantees means the statutory guarantees conferred in relation to the supply of goods or services to a Consumer under the Australian Consumer Law and other similar legislation of Australian states and territories.

Corporations Act means the *Corporations Act 2001 (Cth)*.

Customer means a party who registers as a customer of SPL in accordance with clause 2.

Dispute means a dispute, difference or question relating to this Agreement including any dispute, difference or question regarding the breach, termination, validity or subject matter of this Agreement, or dispute as to the circumstances leading to the entry by the Parties into this Agreement or any claim whether in tort, negligence, equity, under statute or otherwise.

Force Majeure Event affecting a party means any event outside that party's reasonable control and includes but is not limited to an act of God, lightning, fire, storm, flood, earthquake, explosion, war, terrorism, invasion, rebellion, sabotage, epidemic, pandemic, Government agency direction, supply chain failure, utilities shortages, external telecommunications failures, union disruption, labour dispute, labour shortage or other industrial action. General Terms means the general terms and conditions set out in this document and which forms part of the Agreement.

Laundry Bag means any cloth bag used by SPL for the delivery or collection of Linen.

Linen Hub means any SPL facility designated as a SPL Self-Serve Linen Hub by SPL.

Loss means any liabilities, losses, damages, costs, and expenses (including legal costs and expenses, regardless of whether incurred or awarded) arising in contract, tort (including negligence) or otherwise.

Parties means the parties to this Agreement.

Personnel means, in relation to a party, any employee, secondee, agent, principal or contractor who is an individual and includes any person who is a prospective employee, secondee, agent, principal, contractor or subcontractor. In the case of the Customer, it also includes any guests, residents, or visitors at the Premises.

Pricing means the each of the "Pick up Price" and the "Daily Rental Charge" as defined in clause 9.

Purpose means for accommodation, hospitality or health care in a reputable facility setting or as otherwise agreed by SPL.

Rebate Calculation Period means from 1 July to 30 June of any given year during the term.

Related Body Corporate has the meaning given to that term in section 9 of the Corporations Act.

Replacement Price means the replacement price of the Linen item as set out in clause 18(b) subject to adjustment in accordance with this Agreement.

Representative means the representatives of each party identified in the execution section of this agreement.

Soiled SPL Assets means any SPL Linen Asset that have been allowed to degrade, in any way, from the condition in which it was supplied to the Customer by SPL.

SPL means the relevant SPL entity as identified in the customer registration form completed in accordance with clause 2 and being one of the following:

SPL entity	ACN
Specialised Linen Services (Adelaide) Pty Ltd	610 545 974
Specialised Linen Services (Perth) Pty Ltd	611 100 371
Specialised Linen Services (Cairns) Pty Ltd	605 037 189
Specialised Linen Services (Albury) Pty Ltd	141 792 083
Specialised Linen Services (Brisbane) Pty Ltd	601 098 060
Specialised Linen Services (Colac) Pty Ltd	144 483 250
Specialised Linen Services (Melbourne) Pty Ltd	096 726 760
Specialised Linen Services (Sydney) Pty Ltd	115 941 010

SPL Assets means those items as described in clause 9 or any other item made from any material that has been supplied by SPL in connection with the performance of these terms and conditions for the purpose intended but expressly not to be used for cleaning or containment or transport of other Linen (excluding Laundry Bags).

State means the state or territory of Australia in which SPL is registered.

Trolley means any SPL provided receptacle other than the Laundry Bag used for the provision and collection of SPL Assets to and from the Customer's premises and the Linen Hub or the Click & Collect Facility (whichever is applicable) must not be used for any other purpose including the carrying of non-SPL Asset items.

INTERPRETATION

In this Agreement, except where the context otherwise requires:

- the singular includes the plural and vice versa, and a gender includes other genders;
- another grammatical form of a defined word or expression has a corresponding meaning;
- a reference to a clause or schedule is to a clause of, or schedule to, this agreement and a reference to this agreement includes any schedule;
- a reference to a document or instrument includes the document or instrument as novated, altered, supplemented, or replaced from time to time;
- a reference to a party is to a party to this agreement, and a reference to a party to a document includes the party's executors, administrators, successors and permitted assigns and substitutes;
- a reference to a person includes a natural person, partnership, body corporate, association, governmental or local authority or agency or other entity;
- a reference to a statute, ordinance, code, or other Law includes regulations and other instruments under it and consolidations, amendments, re-enactments, or replacements of any of them;
- the meaning of general words is not limited by specific examples introduced by including, such as, for example or similar expressions; and
- a rule of construction does not apply to the disadvantage of a party because the party was responsible for the preparation of this agreement or any part of it.

END

Schedule 2 – Signature Page

By signing below, I/we acknowledge that I/we have read, understood, and agree to be bound by the Terms and Conditions set out above.

X _____

Name:

Date: