

Entro Global Pty Ltd T/A Entro trading terms and conditions

These Terms, as amended or replaced from time to time, apply to any and all Goods supplied or to be supplied to the Customer, or any third party on the Customer's behalf, notwithstanding any provision to the contrary which may appear on an order form or other communication issued by the Customer.

1. DEFINITIONS

- 1.1 Credit Application Form means a credit application form in a form nominated by Entro from time to time.
- 1.2 Customer means the person or other entity to whom a Quotation is addressed.
- 1.3 Force Majeure Event means an event beyond the reasonable control of the Supplier including, but not limited to, strikes, fires, explosions, flood, riot, lock-out, injunction, interruption of transportation, accidents, war, pandemic, governmental action or other circumstances beyond the Supplier's control.
- 1.4 Goods means the goods the subject of an Order.
- 1.5 GST means the goods and services tax under the Goods and Services Act 1999 ('GST Act') and terms used in these Terms have the meanings contained in the GST Act.
- 1.6 Insolvency Event means (a) a receiver, receiver and manager, administrator or liquidator being appointed to the Customer, (b) an application made for the Customer to be wound up, dissolved or administered, (c) the Customer entering into any arrangement, compromise or assignment for the benefit of creditors, (d) the Customer ceasing, suspending, or threatening to cease or suspend the conduct of all or material part of its business, or dispose of or threaten to dispose of a material part of its assets, (e) the Customer being, or under legislation is presumed or taken to be, insolvent, (f) any form of legal process being levied or enforced against the Customer or its assets and not discharged or stayed within 14 days, or (g) a security interest becoming enforceable or being enforced.
- 1.7 Order means the acceptance of a Quotation in whole or in part by the Customer.
- 1.8 PPSA means the Personal Property Securities Act 2009.
- 1.9 Entro means Entro Global Pty Ltd T/A Entro (ABN 58 659 183 356) of 12 Newmarket Lane, Epping, Victoria, 3076, and includes, unless the contrary intention appears, all authorised agents of Entro.
- 1.10 Quotation means an estimate (verbal or written) issued by Entro to the Customer.
- 1.11 Premises means the property and delivery location nominated by the Customer where the Goods are to be delivered.
- 1.12 Price means the amount detailed in a Quotation for the supply of Goods the subject of a communicated Order
- 1.13 Terms means these terms and conditions.
- 1.14 Website means <https://www.entro.com.au/>.

2. ACCEPTANCE OF A QUOTATION IS BINDING

- 2.1 These Terms, together with a Quotation and an accompanying Order, constitute the entire contract between Entro and the Customer ('Contract'). To the extent of an inconsistency between these Terms and an Order, these Terms shall prevail.
- 2.2 No communication (written or verbal) between Entro and the Customer shall modify or vary these Terms unless such modification or variation is in writing and signed by Entro.
- 2.3 If the Customer constitutes more than one person, these terms and conditions bind each of them jointly and severally.

3. PLACING ORDERS & DEPOSIT/PROGRESS PAYMENT REQUIREMENTS

- 3.1. Each Order placed by the Customer in response to a Quotation received will be considered valid when placed verbally or in writing.
- 3.2 Any person who places an Order on behalf of a Customer warrants that he/she is duly authorised to do so and that, by placing an Order, the Customer is deemed to have read and understood these Terms.
- 3.3 All prices are based on taxes and statutory charges current at the time a Quotation is provided. Should these vary from the date of a Quotation and the date an Order is placed, the difference will become the responsibility of the Customer.
- 3.4 Entro may agree to provide, on request from the Customer, additional/alternate Goods not included in a Quotation or Order. In such an event, Entro shall be entitled to increase the Price for the Goods.

4. PRICE

- 4.1. A Quotation provided by Entro shall expire 30 days after the date the Quotation is provided however Entro reserves the right to vary any Price quoted by Entro prior to any Order being placed.
- 4.2 Unless otherwise stipulated in a Quotation, the Price is exclusive of packaging costs, freight charges, delivery costs, bank charges and such other charges notified by Entro to the Customer.
- 4.3 Subject to other rights under these Terms, Entro may revise the Price which are the subject of an Order, at any time after that Order was placed, to take into account any rise in manufacturer costs after the date that Order was placed, or as a result of any additional product or work which Entro determines is required in order to fulfil the Order, and in that case, Entro will notify the Customer of the revised Price as soon as practicable after Entro becomes aware of the rise in manufacturer costs.
- 4.4 Entro reserves the right to change the Price in the event of a variation to an Order.

5. ABILITY TO SUPPLY

- 5.1 Any obligation of Entro to supply Goods is subject to its ability to secure supply of the Goods.

5.2 Entro shall not be liable in any way for failure to deliver the Goods within the stated time and the Customer may not reject the Goods on account of such failure to deliver within the stated time.

5.3 Entro shall not be liable for any failure to supply or deliver the Goods due to a Force Majeure Event.

5.4 If for any reason Entro is unable to perform its obligations under a Contract, then Entro may at any time by notice in writing to the Customer cancel the Order whereupon the Contract will be at an end and neither party will have any claim against the other.

6. DELIVERY OF GOODS

6.1 The Customer represents that it is either the owner of the Premises or has authority of the Premises owner for delivery of the Goods to or at the Premises.

6.2 Delivery of the Goods shall be deemed to be complete when the Goods are collected by the Customer or are delivered to the Customer to the Premises or to the carrier as nominated by Entro and/or Customer.

6.3 The Customer shall ensure that, for the purposes of delivery, the Customer (or a representative nominated by the Customer) shall be present at the Premises at all times during delivery of the Goods, shall ensure that adequate instruction is provided to Entro in connection with the precise location and position of the Goods to be delivered, and shall sign all documents as required by the Supplier evidencing delivery of the Goods to the Customer.

6.4 If for whatever reason Entro is unable to deliver the Goods at the Premises, the Customer must nominate an alternate delivery time and address. In all such cases, the Customer shall be liable to Entro for all additional delivery, storage, handling and associated costs and expenses incurred as a result and as advised by Entro.

6.5 The Customer is responsible for ensuring that the Goods are secured at the Premises and warrants that it will be solely responsible for any loss, damage or theft of the Goods delivered by Entro to the Premises.

6.6 Entro shall not be liable for any delay in the delivery of Goods due to matters beyond its control or a failure of the Customer to comply with these Terms.

6.7 Nothing in these Terms shall affect Entro's right to exercise its own judgment and to utilise its skills as it considers most appropriate in order to achieve compliance with its obligations under the Contract.

7. CLAIMS FOR DEFECTIVE/INCORRECT DELIVERED GOODS

- 7.1 The Customer must, as soon as practicable after delivery of the Goods, check:
 - (a) that the Goods match the specifications set out in the Order;
 - (b) whether the Goods are damaged or defective; and
 - (c) the quantity of the Goods delivered against the quantity due to be supplied.

7.2 Entro will not be required to consider any claim by the Customer in respect of any of the matters referred to in clause 7.1 or any other claim in respect of any delivered Goods, and the Customer will be deemed to have accepted the Goods as having been supplied: (a) in good condition; (b) in accordance with the Order for the delivered Goods; and (c) with no shortages; unless the Customer gives Entro written notice of the damage, defect, shortage or other claim within 7 days after delivery of the Goods.

8. PAYMENT, TITLE & THE PPSA

8.1 Goods are at the Customer's risk from collection or delivery but title in Goods supplied to the Customer will not pass to the Customer until all monies owing with respect to those Goods, together with all other monies owing by the Customer to Entro, has been fully paid. Until such time the Customer has custody of the Goods as fiduciary agent and bailee of Entro.

8.2 Until Goods have been paid for in full the Customer:

- (a) must safely store and properly cover/protect the Goods to avoid any exposure to damage;
- (b) must store the Goods in such a manner as to show clearly that they are the property of Entro;
- (c) must keep all Goods insured against theft, damage, and destruction (and if the Customer fails to insure the products, Entro may do so and invoice the Customer for the cost of insurance); and
- (d) the Customer agrees not to sell, assign, charge or otherwise encumber or grant any interest over any obligations which any third party may owe to the Customer as a result of the use or resale of the Goods.

8.3 If any payment (including by way of cheque) offered by the Customer, or by any third party in payment of the Price, is dishonoured, Entro may treat the dishonour as a repudiation of the Contract and elect to terminate the Contract in which case Entro is entitled to compensation for all loss or damage suffered by Entro as a consequence.

8.4 The Customer irrevocably authorises Entro at any time, to enter the premises upon which the Goods are stored to enable Entro to (a) inspect the Goods, or (b) to retake possession of the Goods where the Customer has breached these Terms.

8.5 The Customer acknowledges that the PPSA applies to all transactions pursuant to these Terms (or otherwise) and grants a security interest in all present and after acquired Goods as security for all monies now and in the future owing by the Customer to Entro.

8.6 The Customer agrees to do all such things and sign all such documents as are necessary and reasonably required to enable Entro to acquire a perfected security interest in all Goods supplied, and to provide such information as is required to enable registration of a Purchase Money Security Interest ('PMSI') under the PPSA.

8.7 The Customer acknowledges that a PMSI is granted in priority to all other creditors by the Customer in favour of Entro and in all Goods that are supplied from time to time as security for the Customer's obligations to Entro.

8.8 The Customer indemnifies Entro for any liability for any costs of registration, maintenance, enforcement or discharge or security interest and such other costs and expenses as Entro may incur.

8.9 The Customer agrees to waive or exclude such sections of the PPSA as Entro may require, subject to those sections being capable of exclusion.

9. CREDIT FACILITY

9.1 Customers are either a Non-Account Customer or an Account Customer.

Non-Account Customers

9.2 A Non-Account Customer must make full payment of the Price prior to or on delivery of Goods (unless Entro has otherwise agreed in writing).

Account Customers

9.3 Subject to the following clauses under the heading 'Credit', an Account customer must make full payment of the Price by the end of the month immediately following the month of invoice by Entro for Goods (unless Entro has otherwise agreed in writing).

Credit

9.4 A Customer may apply to become an Account Customer by completing and providing to Entro a Credit Application Form.

9.5 The Customer acknowledges and agrees that these Terms comprise and form part of the Credit Application Form.

9.6 Credit will only be granted at the sole discretion of Entro and the Customer acknowledges that Entro has no obligation to provide or continue to provide any credit facility to the Customer. The Customer is not entitled to any credit facility until it receives written notification from Entro to that effect and Entro may, at any time, reduce, vary or terminate any credit facility. Any credit limit or other facility that may apply from time to time in respect of any credit facility does not constitute a provision of these Terms or any Contract between Entro and the Customer.

9.7 Without limiting the above, Entro reserves the right to reduce, vary or terminate withdraw any credit facility upon any breach by the Customer of these Terms, any Contract between Entro and the Customer, or upon the Customer becoming subject to an Insolvency Event.

9.8 In the event that Entro reduces, varies or terminates any credit facility, the Customer agrees that any and all monies owing on account to Entro shall become immediately due and payable.

11. GOODS AND SERVICES TAX

11.1. The Customer acknowledges and agrees that, to the extent that the supply of Goods by Entro to it is subject to GST, the Customer shall, unless the Price expressly states that GST is included, pay an additional amount to Entro equal to GST with respect to such supply. Additionally, the Customer must pay to Entro all other charges, duties, imposts, taxes and similar amounts payable in relation to the supply of all Goods by Entro to the Customer.

11.2 Entro shall deliver to the Customer a tax invoice for the supply of all Goods in a form which complies with the GST Act.

12. DEFAULT

The Customer must not withhold payment of any invoice or any part of it for any reason unless agreed to by Entro in writing

12.2 If at any time any monies are overdue, then at the option of Entro all monies (including any account balance pursuant to a credit facility granted to the Customer) shall become immediately due and payable by the Customer.

12.3 Entro may charge interest on all overdue accounts calculated on a daily basis until paid in full at the rate prescribed by the Penalty Interest Rates Act 1983 and to charge for any expenses incurred in collecting or attempting to collect any overdue monies, including any debt collector's expenses and/or legal costs incurred, or to be incurred.

12.4 Entro may charge an administration fee for any payment made by credit card and the amount to be charged will be advised to the Customer.

12.5 A certificate signed by an authorised representative of Entro shall be prima facie evidence of the amount of indebtedness of the Customer to Entro at that time.

12.6 The Customer is liable to pay to Entro and Entro may recover in full from the Customer all costs, expenses and disbursements incurred and/or payable by Entro (including debt collection agency fees and legal costs of a solicitor and own client basis) arising from or as a result of Entro's exercising or enforcing or seeking or exercise or enforce a right under these Terms, and in particular, in collecting or attempting to collect amounts due to Entro. Such costs, expenses and disbursements may be recovered by Entro from the Customer as a liquidated debt. Entro may apply payments received from the Customer firstly to any costs, expenses and disbursements, then to interest and then to other amounts owed by the Customer.

12.7 The Customer shall have no right to set-off in any claim or proceeding brought by Entro against the Customer for any default in payment and the Customer acknowledges that Entro may produce these Terms in any claim by the Customer for set-off.

13. FITNESS FOR PURPOSE

13.1 The Customer must ensure that the Goods are suitable for their intended purpose and warrants and represents that the Goods, the subject of an Order, are both suitable for their intended purpose and shall conform with all legal requirements associated with that intended purpose.

13.2 The Customer is responsible to ensure that Entro is made aware in writing of any specific requirements pertaining to the Goods prior to any Order placed. Entro shall not be liable for any damage, loss or injury suffered as a consequence of any inaccurate or insufficient information concerning such requirements as provided by the Customer in writing. Where the fire door manufacturer does not permit products to be tested to the applicable Australian Standard, Entro cannot guarantee that all Goods quoted will be fire door compliant, and the Customer is responsible for verifying which fire door manufacturer is being used prior to placing an Order.

13.3 Entro shall not be bound by nor be responsible for any term, condition, representation or warranty other than that which is expressly stated in the Quotation the subject of the Goods, and the Customer acknowledges and agrees that it has not relied on, nor will it rely on, any representation or warranty with respect to the merchantable quality, description, quality, suitability or fitness for purpose of the Goods unless expressly provided for in the Quotation.

13.4 The Customer must inspect the Goods on delivery to ensure that the Goods conform to the Customer's requirements. Entro shall not be liable for any shortage, discrepancy, defect, incorrect specification, unsuitability (or similar) unless the Customer has notified the Supplier within 7 days of delivery.

13.5 Entro shall not be liable for damage, loss or injury suffered as a result of any person failing to follow instructions relating to Goods, modifying the Goods, failing to appropriately maintain, service or store them or using them for a purpose not disclosed to Entro in writing in accordance with these Terms.

14. RETURNS

14.1 The Customer may only return delivered Goods to Entro for credit if:
(a) the prior written approval of Entro for the return has been obtained; and
(b) the freight costs (or similar) on the return have been first paid by the Customer.

14.2 If the Customer returns the Goods otherwise than in accordance with clause 14.1, then:

(a) Entro may at its sole discretion accept the return and grant a credit to the Customer; or
(b) Entro may refuse to accept the return and may hold the Goods on the Customer's behalf at the Customer's expense until arrangements satisfactory to Entro are made by the Customer for disposal of the Goods.

14.3 Any credit given by Entro for Goods returned by the Customer and accepted by Entro is subject to a re-stocking fee equivalent to 33% of the Price of the Goods.

15. LIMITATIONS OF LIABILITY

15.1 The only conditions, guarantees and warranties which are binding on Entro in respect of the state, quality, condition, suitability or fitness of the Goods are those imposed and required to be binding by statute (including the Australian Consumer Law) which cannot be excluded. All other conditions, guarantees and warranties whether express or implied by law in respect of the state, quality or condition of the Goods which may apart from this clause be binding on Entro are hereby expressly excluded.

15.2 To the extent permitted by law, the liability, if any, of Entro arising from the breach of such conditions, guarantees or warranties shall, at Entro's option, be limited to and completely discharged by the replacement or repair by Entro of the warranties shall, at Entro's option, be limited to and completely discharged by the replacement or repair by Entro of the Goods (or the granting of credit in favour of the Customer up to the value of the Goods). The Customer acknowledges and agrees that Entro has no liability to any person for any loss or damage of any kind whatsoever including without limitation, for any costs associated with replacing or rectifying the Goods other than Entro's actual costs associated with same, or any indirect or consequential loss (including loss of profits, business, revenue, opportunity, goodwill, or loss arising from any failure, breakdown, defect or deficiency in the Goods) even if due to the negligence of Entro arising out of or in connection with the Goods.

16. TERMINATION AND CANCELLATION

Cancellation by Entro

16.1 Without limiting other rights provided for in these Terms, Entro may cancel any Order, or cancel delivery of Goods the subject of an Order, at any time before delivery by written notice to the Customer. On the giving of such notice Entro shall repay to the Customer any sums paid in respect of the Price. Entro shall not be liable for any loss or damage or consequential loss or damage whatever arising from such cancellation.

16.2 Entro may cancel all or any part of any Order which remains unfulfilled and all amounts owing to Entro by the Customer shall, whether or not due for payment, become immediately payable in the event that (a) any monies due and payable to Entro become overdue, or (b) the Customer becomes subject to an Insolvency Event.

Cancellation by Customer

16.3 The Customer is not entitled to cancel any Order once accepted by Entro unless expressly agreed to by Entro in writing.

16.4 In the event that the Customer cancels any Order (unless as permitted in accordance with these Terms) the Customer shall be liable to Entro for all loss or damage suffered by Entro as a consequence including, but not limited to, any loss of profits, costs, charges, expenses or similar.

17. GOVERNING LAW & JURISDICTION

These Terms shall be construed according to the laws of Victoria and all disputes arising as and between Entro and the Customer shall be determined by the Courts in that State.

18. PRIVACY

18.1 Entro collects the personal information of the Customer to enable it to provide a Quotation for its Goods and to provide those Goods to the Customer. Entro may disclose the personal information of the Customer to third parties that assist in providing the Goods.

18.2 Where Goods are supplied, or intended to be supplied, to the Customer on credit the Customer authorises Entro, its employees and agents to make such enquiries as it deems necessary to investigate the creditworthiness of the Customer including (without limitation) making enquiries with trade referees, financial institutions, credit providers and credit reporting agencies and the Customer authorises the disclosure of all such information obtained to Entro. Without limiting this clause the Customer agrees to:

(a) Entro obtaining a credit report containing personal credit information about the Customer;
(b) Entro exchanging information concerning the Customer with trade referees, financial institutions and/or credit providers; and
(c) Entro being provided a consumer credit report to collect all overdue payments.

19. ENTIRE AGREEMENT

19.1 These Terms (and any Contract as and between Entro and the Customer) constitute the whole agreement made between Entro and the Customer.

19.2 These Terms can only be amended in writing signed by each of the parties.

19.3 The Customer expressly waives all prior discussions, communications, negotiations and representations that may have been made by Entro that are in conflict with these Terms (and any Contract as and between Entro and the Customer).

20. GENERAL

20.1 If any provision of these Terms shall be declared or held to be invalid, void, illegal or unenforceable, the validity, existence, legality and enforceability of the remaining provisions of these Terms shall not be affected, prejudiced or impaired and the offending provision shall be deemed as severed from these Terms.

20.2 Entro may assign, license or sub-contract out all or any part of its rights and obligations under a Contract at any time without the Customer's consent.

20.3 A failure by Entro to enforce any provision of these Terms shall not be treated as a waiver of that provision, nor shall it affect Entro's right to subsequently enforce that provision.

20.4 These Terms (or any part of these Terms) shall be available at the Website and may be amended, modified, added to or deleted at any time by Entro. Any such amendment, modification, addition or deletion to these Terms shall be legally effective from the date amended Terms are displayed at the Website.

VERSION DATED: June 2026