



BreeZe Delivery Service

Terms & Conditions of Business

DEFINITIONS OF TERMS USED

1. In these terms, the words or phrases below will have the following meanings:-

- a) You, your – the customer who asks us to provide a delivery service, including any employee, agent or subcontractor acting on your behalf.
- b) We, our, us – BreeZe Delivery Service (FDS).
- c) Consignment – any item or items we carry for you from one address to another, including any packaging.
- d) Dangerous goods – anything you may ask us to deliver that could put the health and safety of other people at risk. This includes (but is not restricted to) explosives, radioactive material, and items requiring specialist treatment or handling during transportation.
- e) Proof of delivery – a signature or company stamp obtained from the consignee acknowledging that the consignment has been received.

GENERAL POINTS

2. These are the terms under which we trade with you and they override any previous agreement between us. They cannot be changed or varied unless one of our directors agrees in writing. These terms will also override any terms or conditions you may seek to impose on your suppliers from time to time.

3. We are not a common carrier, and reserve the right at our absolute discretion to:-

- a) Subcontract any part or parts of a delivery by employing the services of any other person, firm or company who shall also have the power to subcontract.
- b) Refuse to accept any consignment or part thereof for delivery.
- c) Refuse to accept dangerous goods for delivery.

4. When you ask us to make a delivery on your behalf, you will be deemed to have accepted these terms.

5. Our liability to you is limited, and explained in detail below.

6. These terms are intended to be reasonable to both of us, and if any part of them should prove to be unenforceable or void at law, then it will not affect the rest.

7. If, for any reason, either of us chooses not to exercise any rights contained in these terms, then that will be regarded as a waiver of those rights for the future.

JURISDICTION

8. This agreement shall be governed by and construed in accordance with the laws of Malta. Any dispute, controversy or claim arising out of or relating to this contract, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with Part IV (Domestic Arbitration) of the Malta Arbitration Act and the Arbitration Rules of the Malta Arbitration Centre as at present in force. The appointing authority and administrator shall be the Malta Arbitration Centre. The number of arbitrators shall be one. The place of arbitration shall be Malta. The language to be used in the arbitral proceedings shall be English.

OUR RIGHTS AND OBLIGATIONS

9. We may refuse to accept a consignment for delivery, or any part of it. We may also inspect a consignment if we believe that these terms may have been breached (for example, to check for dangerous goods). Prohibited Items: Items which are restricted for carriage due to their very nature include but are not limited to, Ammunition, Antiques & Fine Works of Art, Bullion, Currency, Firearms & Explosives, Fireworks, Furs, Gases (Compressed or Liquefied), Hazardous & Combustible Material, Human Remains of Ashes, Jewellery & Precious Metals, Live or stuffed Animals, Narcotics, Foodstuffs / beverages requiring refrigeration or a controlled environment, Pornographic Material, Radioactive Material, Toxic & Poisonous Products, Weapons of any kind.

10. We can use any method or route to deliver your consignment, including using subcontractors or agents. Your rights will not be affected where subcontractors are used by us. No subcontractor or agent shall be under any greater liability to you than we are, and we enter into this agreement with you on the basis that they are entitled to the limits of liability contained in these terms.

11. We will use our reasonable endeavours to deliver your consignment within the time you request, but unless we expressly agree in writing before accepting your consignment for delivery, we will not be liable for any loss or expenses you may suffer if the consignment is not delivered on time.

12. We will take all reasonable steps to obtain a proof of delivery at the time of delivery, and that proof of delivery will be conclusive evidence that the consignment was delivered complete and in good order, unless the consignee marks otherwise at the time of delivery. We will not be liable for any loss or misdelivery where delivery has been made in good faith to a person claiming to be the consignee, or an employee, subcontractor or agent of the consignee.

13. We will retain original hard copy proofs of delivery obtained by us and/or any other associated documentation relating to deliveries for a minimum period of six months from the date of collection. After that we may destroy these items without any reference or obligation to you.

14. We will make one attempt to deliver your consignment, but if we cannot do so, we will have the option to either make a second attempt, or deliver to an alternative address provided by you, or return the consignment to you. Either of these alternatives will be at your cost, but we will contact you first to agree the best option. If we still cannot deliver your consignment we will contact you for further instructions.

15. Where we are required to sign to acknowledge collection of your consignment, then that signature will not be regarded as evidence of the condition of the goods. If we are kept waiting longer than 15 minutes at either the collection address or delivery address, we may charge you an additional amount, this being our standard hourly rate of the vehicle in question.

16. We will not be liable for any consequential or economic loss or damage suffered by you or any third party. Our liability is strictly limited to the cost of replacement of, or repair to, the goods sent in the consignment, subject to limits and conditions given below.

17. We will not be liable for any loss or damage to the consignment, or any delay or misdelivery if the cause was any of the following:-

- a) War, terrorism, riot, strike, lockout or any similar action.
- b) Natural disasters (e.g. floods), poor or extreme weather conditions.
- c) The consignment being seized or detained by any public authority.
- d) Incorrect or insufficient address given on the consignment note or manifest. This includes any omission or ambiguity of information provided by you.
- e) Incorrect or insufficient packaging of the consignment.
- f) Natural wastage of a perishable or fragile consignment.
- g) Traffic congestion or delay.
- h) Any other event reasonable beyond our control.

18. If the loss or damage is our fault, then our liability to you is maximum Euro 5.000. If this limit is not sufficient for your requirements, then we can provide extra insurance cover on individual consignments for an additional charge. You must notify us in writing before we collect from you, and agree to pay the extra amount.

19. There are certain items we cannot accept liability for on any of our services. These include cash, notes, money orders, vouchers, credit cards, stamps, deeds, passports, tickets, travellers cheques, jewellery, precious stones, watches, precious metals, works of art, antiques, china, glass, living creatures and any other similar valuable articles.

20. If we are to consider any claim for non-delivery, or loss or damage to the consignment, you must notify us in writing within 7 days of delivery for any shortage or damage, and within 14 days for any loss. We will be entitled to ask you for written evidence to establish the value of the loss or damage (for example, a copy invoice from supplier). We may also ask you to obtain an estimate for repair if appropriate.

21. You must still continue to pay our invoices in full as they become due, even though you may have submitted a claim to us.

22. Any quotation or estimate of charges given to you will be valid for 30 days, unless the quotation states otherwise. If you accept our quotation, delivery must take place within 30 days of the quotation date, otherwise revised charges may apply. We will only be bound by written quotations accepted by you, and your acceptance will be deemed to have been given when you ask us to make the delivery quoted for. Verbal quotations or estimates are expressed as a guide only, and will not be binding on us.

23. We may change our charges or these terms from time to time, but if we do we will give you advance notice.

24. The customer acknowledges that any transit times quoted are estimated and not guaranteed. Service providers will not be liable for the delayed delivery of the packages regardless of the reasons of such a delay.

25. All data and information provided by the customer for the use of the Breeze service shall be processed in accordance with data protection laws and shall not be disclosed to third parties except as required for the provision of the Breeze service. The Service providers however reserve the right to disclose customer information to any law enforcement agency.

YOUR RIGHTS AND OBLIGATIONS

26. Before asking us to deliver a consignment, you must make sure of the following:-

- a) If you are not the owner of the goods, you have the owner's permission to enter into this agreement and ask us to make a delivery.
- b) The goods in the consignment are not dangerous goods and do not present any health or safety risks, and the handling or possession of them is not a criminal offence, nor breaches any relevant statute or regulation.
- c) Only those individuals duly authorised by you can make bookings with us, and they will supply to us (at the time of booking) any reference or purchase order you require to be shown on our invoices in order to process them for payment. If you fail to provide us with this information, or if the information is not correct, you will not be able to withhold payment at a later date.
- d) The consignment is properly addressed and packaged. If, in our opinion, the packaging is not sufficient, we may either refuse to deliver it, or may repack it to the required standard. A reasonable charge will be made to you for any such repackaging.
- e) You have made any necessary insurance arrangements (either with us or a third party) to provide the level of cover required, having regard to these items.

27. If your consignment needs special equipment (e.g. a forklift truck) or manpower to be loaded or unloaded, you must make sure it is available at both delivery and collection addresses. If such is not available, you will be liable for any resulting costs, which may include waiting, storage or redelivery charges.

28. If you make a claim for damage to your consignment, you will keep (or arrange to keep) that

consignment and all its packaging in a safe place and to one side in case we, or our loss adjusters, need to make inspection in the course of an investigation.

MISCELLANEOUS

29. Each clause shall be deemed severable from the rest of the agreement such that the nullity or invalidity of any provision of this agreement as determined by a court of competent jurisdiction shall in no way affect the validity or enforceability of the other provisions.

30. The paragraph headings do not constitute part of the agreement and shall not be considered in the interpretation hereof.