

These terms and conditions apply to CTI Logistics Ltd and/or any Affiliate of CTI Logistics Ltd.

“Affiliate” means a corporation or other legal entity that directly or indirectly Controls, is Controlled by, or is under common Control with, CTI Logistics Ltd.

“Control”, in relation to a body corporate entity, means either:

- (a) holding 50% or more of common voting shares or equivalent rights of the body corporate; or
- (b) the ability to (directly or indirectly) control the determination of the financial and operating policies of the body corporate.

RESPONSIBILITY FOR HIRE PALLETS

CTI Logistics (CTI) will only take responsibility for Hire Pallets under the terms and conditions below, unless a separate written agreement is approved and signed by both parties.

EQUIPMENT

CTI will only accept the transfer of good quality CHEP or Loscam wood pallets onto its accounts. The transfer of other CHEP or Loscam equipment will not be accepted unless a separate written agreement is approved and signed by the relevant CTI depot manager.

Plain pallets are not returned or exchanged.

PALLETS RECEIVED BY CTI LOGISTICS OR DELIVERED TO A CTI DEPOT

- Direct Transfer (Sender to Receiver)** – CTI prefers the sender to transfer pallets directly to the receiver. Two copies of the pallet transfer docket are to be provided to CTI.
- Transfer to CTI Logistics** – Transfers to a CTI pallet account are only acceptable in accordance with delay day rules, documentation requirements and the end receiver having a pallet account.
- Delay Days** – Transfers onto a CTI pallet account are based upon a minimum 14-day delayed transfer from pickup date. Where delay days are also applied by the end receiver, CTI will adjust the effective date of the transfer so that it represents the end receivers delay days plus 7 days (e.g. for Metcash 45 + 7 = 52 delay days). The table below lists some known receiver delay days:

RECEIVER	RECEIVER DELAY DAYS	NET DELAY DAYS
Winc, Aldi	28 Days	35 days
Woolworth's, Big W, Harris Scarfe, Costco	30 Days	37 days
Coles, Kmart, Target, Officeworks, etc.	33 Days	40 days
Metcash, CCC, IGA, ALM, Bidvest, McAlpine, Mitre 10	45 Days	52 days

- Documentation Requirements** – For all transfers, the sender is to provide a correctly completed pallet transfer docket to CTI for each load. For multiple destination loads, separate transfer dockets must be provided to match the delay day profile of each group of end receivers. At least one Consignment/Job Number must be used as the pallet transfer docket reference number. Transfers will be rejected if the pallet transfer docket is not correctly completed.
- Transfer Accounts** – Not all CTI business units operate pallet accounts, CTI operate individual CHEP and Loscam accounts for business units that require them. Please use the table below for the contact details of the CTI business units operating pallet accounts.

CTI LOGISTICS BUSINESS UNIT:	CONTACT NO.	CTI LOGISTICS BUSINESS UNIT:	CONTACT NO.
CTI Warehousing Bibra Lake	(08) 9499 8899	CTI Warehousing Berrinba (QLD)	(07) 5549 2859
CTI Warehousing Hazelmere	(08) 9475 4444	CTI Regional Freight	(08) 9479 2555
CTI Warehousing Bassendean	(08) 9377 9327	CTI Xpress	(08) 9311 7700
CTI Warehousing Edinburgh (SA)	(08) 9422 1179	CTI Interstate	(08) 6216 8000

- No Exchange on Pickup** - CTI drivers and authorised CTI sub-contractors will not exchange pallets on pickup from customer.
- No Exchange at CTI Depot** – CTI will not provide exchange pallets on deliveries into CTI depots.

PALLETS DELIVERED BY CTI LOGISTICS OR PICKED UP FROM A CTI DEPOT

- Transfer to end Receiver** - CTI will transfer pallets to the end receiver. Where delay days are applicable, they will be applied in accordance with Point (3) Delay Days above.
- Exchange with end Receiver** - At non-CTI sites, CTI may conduct a one-for-one exchange with the end receiver. If one-for-one pallets are not available for exchange, then CTI will transfer the pallets to the end receiver's pallet account. If the transfer to the end receiver is unsuccessful, CTI will transfer the pallets back to the sender and/or apply a charge as below.

CHARGE FOR HIRE PALLETS NOT RECOVERED

An administration fee of \$60 per pallet plus pallet hire charges is payable by the customer to compensate for lost pallets where CTI cannot reconcile the hire pallets used in providing services for that customer (for example, through an inability to retrieve pallets or complete a pallet transfer).

CLAIMS

CTI will process pallet claims within three months of original date. Claims up to six months from original date will be reviewed. If accepted, the effective date of transfer will be the same date as the written claim enquiry to CTI.

Controlled By:	Corporate Services Manager	IMS Group:	Operational
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