Transrock Trade Account Terms

These Trade Account Terms apply to every Transrock trade account, whether it was opened with a credit application or before these terms took effect. They are available at transrock.com.au/terms. Transrock Pty Ltd ABN 55 686 085 441 (Transrock). The customer is the account holder named in the credit application or in our account records.

Terms of the account

1. **Terms of Trade.** Every supply on this account is on the Transrock Terms of Trade, Product Guide and Delivery, Site and Charges Guide current at the quote date, or at the order date where there is no quotation, available at transrock.com.au/terms. The customer confirms it has received or accessed them.
2. **Payment.** Invoices under trade accounts are payable 30 days from the end of the month of the invoice (30 days EOM) unless the credit approval states another term (14 days or 30 days from the invoice date). Where Transrock serves a payment claim under the Security of Payment Act, the amount claimed is due by the earlier of that date and 20 business days after the claim is served.
3. **No set-off.** The customer must pay the undisputed amount of each invoice by its due date, without set-off, deduction or retention. Unless agreed otherwise, Transrock applies payments to the oldest undisputed amounts first.
4. **Invoice queries.** Please raise any invoice query within 7 days of the invoice. The undisputed amount remains payable when due.
5. **Interest and recovery costs.** Overdue undisputed amounts accrue interest daily from the due date until paid at the rate fixed under the Penalty Interest Rates Act 1983 (Vic) from time to time. If an undisputed amount is overdue, the customer must pay the reasonable costs Transrock actually incurs in recovering it, including reasonable collection agency fees and legal costs.
6. **Security of Payment.** Where the Building and Construction Industry Security of Payment Act 2002 (Vic) (Act) applies, each accepted order is a separate construction contract and Transrock may serve a payment claim for an order on and from its delivery or collection date. Invoices are not payment claims; a payment claim is a separate document. Transrock serves no more than one payment claim for an order a month; under a standing supply arrangement, one monthly claim may cover all unpaid supply. The customer agree that payment claims and other notices under the Act may be served by email to the accounts email address in the credit application or later given to Transrock in writing, and will tell Transrock in writing of any change to it. Nothing in this clause limits either party's rights under the Act. This item also applies, with the necessary changes, to equivalent security of payment legislation in any other State or Territory in which the supply occurs.
7. **Credit limit and suspension.** Transrock may set, review or withdraw the credit limit for future supply. If an undisputed amount is overdue after written notice, or if the customer suffers an insolvency event (as defined in the Terms of Trade), Transrock may suspend supply or require payment before dispatch for new orders, and all outstanding amounts owing on the account become payable immediately.
8. **Who may order.** A person may order on the account when the customer has authorised them, or when they are the customer's employee, contractor, site representative, driver or carrier and it is reasonable for Transrock to believe they are authorised. The customer is liable for their orders. The customer may also set any of these restrictions, in the credit application or later in writing: (a) a purchase order number is required on every order; (b) only named people may order; (c) an order value limit. Transrock applies a restriction from when it receives it, or from the next business day if it is received outside business hours. If

the customer tells Transrock in writing that a person has left its business or is not authorised, Transrock will not accept orders from them after receiving that notice. Transrock takes reasonable steps to verify orders, and the customer is not liable for an order where Transrock knew, or ought reasonably to have known, the person was not authorised. Transrock records who places each order and, for collections, the driver's name and vehicle registration.

9. **Joint and several liability.** Where the customer is more than one person (including partners and co-trustees), each is liable jointly and severally.

10. **Change of details.** The customer must tell Transrock in writing within 7 days of any change of ownership, directors, partners, trustee, entity, name, address, accounts email or mobile, or ordering restrictions.

11. **Acquisition purpose.** The customer should tell Transrock if goods are acquired for personal, domestic or household use. The answer helps Transrock apply the right terms but does not affect any rights the customer has under the Australian Consumer Law.

12. **Privacy and credit checks.** The customer consents to Transrock obtaining commercial credit information and contacting trade references to assess and manage the account. Each individual applicant, partner or proprietor consents, in the credit application, to Transrock obtaining a credit report about them. For a guarantor, that consent is given in the Director's Guarantee. The customer confirms it has told each individual whose details it gives Transrock (including directors, people who order and trade reference contacts) about the collection notice in the credit application, the privacy notice in the Terms of Trade and the Privacy Policy at transrock.com.au/privacy.

13. **Title and security.** Title to goods passes on payment in full. Transrock holds a security interest in goods supplied on account and their proceeds, as set out in the Terms of Trade. Transrock may register its security interest on the Personal Property Securities Register, and the customer must promptly sign documents and give information Transrock reasonably requires for that purpose.

14. **Order of documents.** On credit, security and guarantee matters, these Trade Account Terms, the signed credit application (if any) and any Director’s Guarantee prevail over the quotation, the Terms of Trade and the Guides. A signed Director's Guarantee continues in force.

Notice to existing account customers

From 19 October 2026, these Trade Account Terms and the Terms of Trade apply to every order on an existing trade account. If your account was opened before that date, placing an order on your account on or after that date, and after you have received this notice, is your acceptance of these Trade Account Terms and the Terms of Trade for that order and for the account from then on. Your credit limit, payment term and any Director's Guarantee continue unchanged. Please tell us of any change to your legal entity, ABN, accounts email or mobile, and of any ordering restrictions you want (see Who may order above), by email to accounts@transrock.com.au.