

General Terms and Conditions of Sale as at 19th January 2026

Interpretation

1. In these General Terms and Conditions of Sale:

- 1.1 We / Us / Our means Trusses and Frames Pty Ltd (ABN 46 107 352 938), trading as CRT Building Products and Steeline Canberra.
- 1.2 Customer / You means the purchaser of the Goods or any authorized representative.
- 1.3 Goods means any goods supplied by Us to the Customer, whether currently or in the future.
- 1.4 Nothing in these Terms operates to exclude or restrict any rights conferred on the Customer by the Australian Consumer Law.

General Conditions

2. These Terms may only be varied by a written document executed by Us.
3. These Terms prevail over any Customer issued terms unless expressly agreed otherwise in writing.
4. All Goods supplied by Us are provided strictly in accordance with these Terms. Where goods are to be purchased on an approved Trusses and Frames Pty Ltd credit account, these Terms are to be read in conjunction with the already agreed upon Terms of Trading governing the credit account.

Quotations and Pricing

5. Quotations remain open for acceptance for 30 days unless otherwise stated. We reserve the right to decline any order within 7 days of acceptance.
6. Pricing:
 - 6.1 All prices exclude GST unless otherwise specified.
 - 6.2 Prices are based on applicable freight, insurance, materials and other cost inputs at the time of quotation.
 - 6.3 Prices may be varied at any time prior to acceptance or during the term of a contract and any increase is payable by the Customer.
 - 6.4 Contracts exceeding 30 days may be subject to rise and fall adjustments.
 - 6.5 No allowance is made for retention monies and We do not accept any claims in respect of them.

Customer Information Requirements

7. The Customer must provide all information reasonably required for design and manufacture, including plans, dimensions, schedules and loading requirements, no later than 14 days prior to manufacture.
8. All instructions must be provided in writing. We are not responsible for verbal instructions.
9. A site attendance fee may be charged where attendance is required to obtain information.
10. We may reject any plans or documentation considered insufficient. Issuing a quotation does not constitute confirmation of suitability.

Payment Terms

11. Non-Account Customers:

- 11.1 A deposit of 50% of the quoted price is payable upon order placement and submission of a signed order confirmation.

11.2 The balance is payable no later than 3 days prior to delivery. Delivery will not occur until cleared funds are received.

12. Account Customers:

12.1 Payment terms are strictly as set out in the approved credit agreement.

12.2 Truss certificates will not be released while any invoice relating to the job remains unpaid or the Customer's trading account is in arrears over exceeds the approved credit limit.

Customer Orders, Variations, Delays and Cancellation

13. The Customer assumes full responsibility to ensure that the products ordered are appropriate for the intended purpose.

14. The Customer warrants the accuracy and completeness of all plans, specifications and information supplied.

15. All design, pricing and manufacture are based solely on the information provided by the Customer.

16. Orders may only be cancelled in writing. All costs incurred up to the date of cancellation are payable by the Customer.

17. Variations must be submitted in writing and accepted by Us. Additional costs apply.

18. Any design amendments requested design is completed will be charged to the Customer.

19. Where the Customer has confirmed a delivery date and manufacturing has commenced, we reserve the right to invoice for the Goods prior to delivery if the Customer subsequently requests a delay in delivery.

Delivery

20. Delivery dates are estimates only. We are not liable for delays or non-delivery due to events beyond Our reasonable control.

21. The Customer must confirm delivery requirements at least 5 days prior to delivery, ensure safe and unobstructed access, and pay all delivery-related costs including crane hire where needed.

22. If delivery cannot be safely completed, We may deliver as near as reasonably practicable or return the Goods to Our facility at the Customer's cost.

23. We may refuse to enter any site deemed unsafe or unsuitable.

24. The Customer accepts that the delivery is deemed complete in the case that they or their agent is not on-site to sign the delivery docket.

25. If the Customer requires the load to be placed on any structure, the Customer or their agent must be on site to certify the structure is safe to accept the load or have provided such certification in writing in advance of delivery. We have final discretion as to the location and method of loading and provide no guarantee that a load will be placed on a structure.

26. Unloading delays exceeding 20 minutes incur a charge of \$50 per 15-minute increment.

27. Recovery costs apply where delivery vehicles become bogged or immobilized due to site conditions.

28. The Customer authorizes Us to retrieve surplus Goods following installation.

Risk, Loss, Damage and Shortage

29. Risk in the Goods passes to the Customer upon delivery, collection or transfer to a carrier nominated by the Customer.

30. We are not liable for loss or damage in transit.

31. Claims for short delivery must be submitted in writing within 7 days of delivery.

Compliance, Installation and Safety

32. Goods must be installed by appropriately qualified and experienced tradespersons.

33. We do not accept liability for installation or installation-related defects.

34. The Customer must comply with all safety, OH&S and manual handling requirements.
35. Any advice, representation or statement provided by Us or Our employees, agents or subcontractors is general in nature only. The Customer must satisfy itself as to suitability for its intended purpose and site conditions.
36. Timber frames and trusses are supplied in accordance with AS1684 unless otherwise agreed. Third party structurally certified or site specific engineering will take precedence over AS1684 if supplied to Us prior to detailing. Extra cost may be incurred if the details were not supplied prior to quoting.
37. Pricing assumes BAL-LOW classification under AS3959 unless otherwise specified.
38. Structural designs assume N2 wind classification unless otherwise stated. Changes may incur additional fees.
39. No allowance is made for trusses to support air-conditioning or other plant unless expressly stated. Additional charges may apply.
40. Additional engineering or certification requirements incur additional fees.

Australian Consumer Law

41. Goods and services supplied by Us come with non-excludable guarantees under the Australian Consumer Law.
42. Customer remedies may include repair, replacement, refund or compensation depending on the nature of the failure.
43. To the fullest extent permitted by law, Our liability is limited at Our option to:
 - (a) replacing the Goods or supplying equivalent goods supplied by Us;
 - (b) repairing the Goods supplied by Us;

44. To the fullest extent permitted by law, We are not liable for defects arising from improper or unqualified installation, modification without Our written approval, the use of nonapproved or incompatible products or improper transport, storage, or handling.

Exclusion of Indirect and Consequential Loss and Liquidated Damages

45. To the fullest extent permitted by law, We are not liable for any indirect, special or consequential loss, including loss of profit, revenue, economic or financial loss, loss of opportunity, benefit or right.
46. For any delay in completion, We are not liable for any damages, whether liquidated, general, consequential, or otherwise, arising from such delay.

Frame and Truss Compliance and Liability

47. We accept liability for Frame or truss failure only where:
 - (a) The trusses are erected and braced to comply with Australian Standard "Installation of Nail Plate Timber Trusses" AS 4440 1997 and any additional requirements noted on our documentation or site specific third part engineering.
Frames are installed compliant with AS1684- **** and any additional requirements noted on our documentation or site specific third part engineering.
 - (b) The trusses are laden with covering as indicated in the quotation provided to the Customer (i.e. concrete tiles, metal sheet, etc.)
 - (c) The trusses are spaced correctly and in accordance with Our design requirements and Local Council Ordinances.
 - (d) The Supporting structure is structurally adequate to support all loads imparted by the roof trusses and additional design loads on them
 - (e) The trusses are slung by panel points only.
 - (f) The trusses are not cut or altered without Our prior written permission.

(g) All other materials and construction methods used as part of the roof's structure accord with AS 4440 1997, Local Council Ordinances and accepted building standards.

(h) no unapproved alterations occur.

(i) Trusses and wall frames have been effectively clad and weather protected at all times and finished roofs are compliant with current building regulations with regards to water proofing and ventilation.

(j) Finished structure is compliant with NCC 2022 particularly in terms of weather proofing and ventilation.

48. Appropriate weather protection and secure storage must be maintained prior and during installation.

Customer Rights and Claims

49. Where Goods are not manufactured by Us, any transferable manufacturer warranties are assigned to the Customer.

50. We accept no liability for faulty design unless We prepared and expressly accepted such design in writing.

51. Claims must be submitted in writing within 30 days of the invoice date.

Customer Property and Storage

52. Customer property held by Us is at the Customer's risk.

53. Storage fees apply where delivery instructions are not provided within 14 days of request.