

TERMS and CONDITIONS

Effective 12 August 2025

1. Northline's position as an 'intermediary party' is acknowledged.
2. Northline only recognises CHEP and LOSCAM pallets for the purpose of pallet transactions with our trading partners/customers.
3. It is acknowledged that Northline is not a CHEP, LOSCAM or plain pallet Supply Company. The responsibility lies with our trading partners/customers to arrange for their own issue/supply of all pallet types from CHEP/LOSCAM and plain pallet suppliers.
4. It is a requirement that our trading partners/customers (who trade in CHEP/LOSCAM pallets) have established CHEP/LOSCAM pallet accounts. Trading partners who don't, may be requested to open hire accounts, and submit their CHEP/LOSCAM pallet account number/s to Northline
5. Northline accepts transfers of CHEP code 10001 and LOSCAM code WP pallets only, no other hire equipment (eg; cages, CB's) will be accepted onto our pallet accounts.
6. If a transfer appears on Northline's CHEP/LOSCAM invoice in excess of forty five (45) days, we will advise CHEP/LOSCAM to apply a new effective date as per the period closing/invoice date the transaction was presented on Northline's invoice.
7. Northline reserves the right to make reasonable corrections, adjustments or to reasonably reject any submitted transactions.
8. If proof of the receipt of equipment provided, is acknowledged, the effective date of the transfer will be the current end of month period.
9. Effective transfer days are to be calculated as 30 days from the Shipment/Despatch Date for all transactions processed onto our pallet accounts, unless otherwise negotiated and documented.
10. Where a receiver of CHEP/LOSCAM pallets does not have an established CHEP/LOSCAM pallet account and all reasonable courses of action available to Northline to recover the pallets have been pursued, then Northline reserves the right to reverse the transaction back to the original sender, plus any hire days incurred on Northline's pallet account during this period.
11. The sender accepts the responsibility to raise the CHEP/LOSCAM docket at pick up to effect a transfer of pallet/s to our account. If a fully completed CHEP/LOSCAM pallet transfer docket is not presented to, signed by and a copy given to our driver at pick-up, then no liability for the pallets is passed to or accepted by Northline.
12. The sender accepts the responsibility to promptly forward the CHEP/LOSCAM transfer advice/dockets to CHEP/LOSCAM for processing.
13. Northline will not accept any responsibility or liability for pallet transaction/rejection enquiries received after 180 days from the Shipment/Despatch Date.
14. Direct Loads – Where pallets are moved by way of 'Direct Loads', the sender must raise a 'Direct Transfer' to the end receivers pallet account. Northline has no responsibility for Direct Transfer pallets.
15. Northline will not exchange pallets on pick up.
16. Customer or Trading Partner will EXCHANGE at the point of Delivery. If exchange pallets are not available then Northline reserves the right to refuse delivery and hold delivery until pallets are available. Return delivery will be at the customer's expense.
17. Chep or Loscam pallets not recovered or outstanding over 30 days will be invoiced to the customer / or trading partner.
18. Northline will not accept responsibility or liability for any exchanged pallets owed unless accompanied by corresponding signed Northline Pallet Control Sheet. The sender accepts responsibility to ensure a docket is raised for the transaction at the time of pick up.
19. By transacting pallet movements with Northline agreement to these terms and conditions is recognised, acknowledged and accepted.
20. All pallet queries are to be forwarded to pallets@northline.com.au
21. These terms and conditions shall be read having regard to the provisions of the *Australian Consumer Law* (set out in Schedule 2 of the *Competition and Consumer Act 2010*) to the extent that those provisions are applicable to this contract. This contract does not have the effect of excluding, restricting or modifying rights under the Australian Consumer Law which cannot be excluded, restricted or modified by agreement.



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