

Apex Steel Group

Delivery Terms & Conditions

By placing an order with Apex Steel Group (hereafter referred to as Apex), the customer acknowledges and agrees to the Delivery Terms & Conditions outlined in this document.

Once goods have been delivered:

- Apex is not responsible for any damage, injury, or loss resulting from the storage, handling, or installation of the materials.
- Any damage to people, property, structures, or other products is the sole responsibility of the customer and/or property owner.
- Risk and liability transfer to the customer immediately upon delivery, as confirmed by the driver's proof of delivery.

Safety

Apex is committed to the safety of our employees and customers. All staff must comply with current legislation and adhere to safe working practices. No employee, whether in production or transport, will engage in unsafe or inappropriate practices.

Unattended Sites

While we aim to deliver materials as close to the site as possible, Apex accepts no responsibility for shortages, loss, damage, or theft after delivery. If no one is on-site, the driver will take a photograph as proof of delivery, and responsibility for the goods transfers to the customer.

Site Accessibility

The customer must ensure the site is clear and accessible for safe unloading. If unloading is not possible due to site conditions, a return and redelivery fee will apply.

Apex is not responsible for:

- Damage caused by repeated handling of materials on the truck or in the factory.
- Any damage, deterioration, or theft of goods after delivery.
- Issues arising from improper storage or handling by the customer after delivery.

Time-Sensitive Deliveries

Apex will accommodate time-sensitive deliveries where possible. To secure a time slot, please place orders early. Delays may occur due to circumstances beyond our control, and Apex accepts no liability for such delays.

Unloading Guidelines

Expected unloading times:

- Store Deliveries – 30 minutes
- Site Deliveries – 1 hour
- Crane Lifts – 2 hours
- Full Truck Loads – 3 hours

If unloading exceeds these times, a fee of \$105 per hour (or part thereof) will apply.

Apex provides various truck options:

- Gutter Trucks – For fascia and gutter deliveries (max length: 10m)
- Tray Trucks – Max length: 9m
- Semi-Trailers – Max length: 14.5m (customer is responsible for unloading anything beyond this length)

Important:

Orders for materials over 9m require pre-booking due to limited semi-trailer availability.

Drivers will NOT crane materials:

- Under power lines
- Over fences
- Directly onto roofs or vehicles

Materials will be placed in the safest possible location, and Apex accepts no responsibility for goods after they have been unloaded.

Regional Deliveries

Refer to the Apex delivery map for service areas (contact local branch for regional specific maps).

Some regions receive daily deliveries, while others have scheduled delivery days. Locations outside standard delivery zones are subject to a Price on Application (POA).

Factors Affecting Deliveries

- Weather: Adverse conditions may impact site accessibility and delivery schedules.
- Local Regulations: Some councils impose restrictions on early deliveries, parking, and unloading.
- Public Holidays: May cause disruptions to lead times.