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## 1. SERVICE PROVISION

- 1.1 Self Help Workplace will conduct document shredding at our site located at 414 Hobart Road, Youngtown.
- 1.2 Self Help Workplace can secure shred paper documents, photographs and X-rays. Self Help Workplace does not accept electronic, media storage devices or disks for secure destruction.
- 1.3 Self Help can accept documents still fastened by metal binders, bulldog clips, staples or lever arch files or similar.
- 1.4 Documents for destruction can be delivered directly to site by the customer or their representative or via lockable wheeled shredding bins delivered and collected by Self Help Workplace.
- 1.5 Self Help Workplace will only deliver and collect wheeled shredding bins within the 7250, 7249, 7248 postcode areas.
- 1.6 It is the Customer's responsibility to arrange collection of the wheeled shredding bins once full.
- 1.7 Self Help Workplace will ensure empty shredding bins are delivered clean and well maintained.
- 1.8 Documents will be ribbon shredded and baled for recycling by a third party paper recycling firm.

## 2. SERVICE CONDITIONS

- 2.2 Shredding bins will remain the property of Self Help Workplace at all times. The Customer shall be responsible for any loss or damage of this equipment while in their control at their premises. The replacement or repair will be at the cost of the Customer.
- 2.3 The Customer is responsible for security and maintenance of the shredding bin while it is on their premises. Any loss or damage to the shredding bin or key when in Customer possession will incur full repair or replacement costs payable by the Customer.
- 2.4 It is at the discretion of the Customer if shredding bins are held at their premises locked or unlocked however, the key must be returned with the bin to Self Help Workplace. If the key is not returned, the customer will incur replacement costs per clause 2.3.
- 2.5 The Customer will not deliver to Self Help Workplace any material considered to be toxic or dangerous or which is regulated under the Dangerous Goods Act 1976 (Tas) relating to hazardous materials. In the event of accidental or negligent transfer of hazardous or regulated waste the Customer agrees to arrange to appropriately, safely and legally assume custody of such hazardous material at their expense.
- 2.6 An additional charge of 100% of the original shredding cost will apply if documents are received contaminated with moisture, general rubbish, food wrappings and/or vermin/animal waste.
- 2.7 Further to clause 2.6, Self Help Workplace reserves the right to refuse service if contaminated documents pose a health and safety risk to its staff.
- 2.8 The Customer will not deliver to Self Help Workplace any material of illegal or pornographic nature.
- 2.9 Customers that reside in premises on upper levels or Customers that operate from multiple level offices and require service equipment to be located on upper levels must have either a lift, escalator or ramp. In the absence of a lift, escalator or ramp to access upper levels Self Help Workplace will only deliver to and collect from the ground floor.
- 2.10 Documents unable to be shredded on day of receipt will be stored in a secure, alarm monitored environment.

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### Form A024

### 3. INVOICES AND PAYMENT

- 3.1 Sales will be made in accordance with our Standard Terms and Conditions of Sale available on our website.
- 3.2 Account customers will be invoiced on 30 day payment terms (from date of invoice).
- 3.3 Non account customers must pay in advance or COD.

### 4. CONFIDENTIALITY

- 4.1 Self Help Workplace will make every effort to safeguard the Customers confidential information in accordance with our Privacy Policy available on our website. All staff and contractors of Self Help Workplace have read the Privacy Policy and signed a Privacy Declaration.
- 4.2 Self Help Workplace may comply with any subpoena or similar order related to materials delivered to Self Help Workplace by the Customer. In such an event, Self Help Workplace will promptly notify the Customer of such subpoena or notice unless prohibited by law to do so.

### 5. LIABILITY AND WARRANTY

- 5.1 Self Help Workplace will not be held responsible or liable in any manner whatsoever for the release or loss of any materials deposited in security bins or otherwise delivered to Self Help Workplace for secure destruction in error unless the release or loss is due to Self Help Workplace's negligence or wilful misconduct.
- 5.2 The Customer warrants that it is the owner, legal custodian or otherwise has the right to deliver for confidential destruction any and all materials the Customer provides Self Help Workplace hereunder. In the event of a dispute, the Customer shall reimburse Self Help Workplace for any expenses reasonably incurred by Self Help Workplace (including legal fees) by reason of Self Help Workplace complying with its obligations to the Customer to destroy such materials.