

Standard Service Agreement – Pest Management

Subscription

11 July 2026

v1.0

The Zamp Way

The Zamp Way



Zamp
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TL;DR - General Pest Management Service Agreement

Bottom Line: This is a service contract between **ZAMPERONI SERVICES Pty Ltd** (trading as Zamp) and a customer for an ongoing pest management plan. It requires a 12-month minimum commitment with automated monthly payments. This service does not cover termites, other timber pests, or pest birds.

Key Points:

- **Version:** This is Subscription Agreement v1.0 dated 11 July 2026.
- **Service:** A recurring pest management subscription. The specific pests covered and the frequency of scheduled maintenance visits are strictly defined in your Written Booking Correspondence.
- **Crucial Exclusions:** This service DOES NOT include timber pests (termites) or pest birds.
- **Payment & Term:** A minimum 12-month Initial Term applies. Fees are automatically debited on a recurring monthly basis via a saved Credit or Debit Card.
- **Early Cancellation:** If you cancel before the 12-month Initial Term is complete, you must pay out the remaining monthly fees for that first year.
- **Service Guarantee:** "Continuous Protection" is provided for your included pests. This entitles you to free targeted spot-treatments between scheduled visits, provided your subscription is active, payments are up to date, and you have followed the technician's sanitation and structural recommendations.
- **Access & Unattended Visits:** You must provide safe access, secure pets, and prepare the area as instructed. If you are not home for a scheduled maintenance visit, the technician will perform a comprehensive exterior treatment to fulfill that scheduled visit.

- **Late Fees:** A late administration fee of \$50 per 30-day period applies to overdue accounts, and your Continuous Protection Guarantee will be suspended until arrears are cleared.
- **Client's Main Responsibilities:** Provide access, prepare service areas, secure pets, disclose known hazards, and follow all post-service instructions. If you are a tenant, you need landlord permission.

This contract is governed by Queensland law and includes standard Australian Consumer Law protections.

Service Agreement

BACKGROUND

The Service Provider is in the business of providing urban pest management services. The Client wishes to engage the Service Provider to perform such services at the Premises specified in the Schedule, and the Service Provider agrees to perform such services, subject to the terms and conditions of this Agreement (comprising the Schedule and the General Terms and Conditions).

SCHEDULE (Item A through to H)

A. Agreement details

- **Agreement Version:** This is Service Agreement v1.0 dated 11 July 2025
- **Effective date of agreement:** Client receipt of Written Booking Correspondence
- **Service provider reference:** [terms emailed to customer]

B. Service Provider Details

- **Full legal name:** ZAMPERONI SERVICES Pty Ltd trading as Zamp
- **Business Address:** 2 KLEBERG COURT, ALICE RIVER, QLD, 4817
- **ABN:** 23 687 411 203
- **Contact email:** [terms emailed to customer]
- **Contact phone:** [terms emailed to customer]

C. Client Details

- **Full Name:** [terms emailed to customer]
- **Client Address:**
 - **Address:** [terms emailed to customer]

- **Suburb:** [terms emailed to customer]
- **Postcode:** [terms emailed to customer]
- **ABN/ACN (if applicable):**
- **Contact Email:** [terms emailed to customer]
- **Contact Phone:** [terms emailed to customer]

D. Description of Services

- **Job type:** Recurring Subscription Plan
- **Included Pests, Tasks & Plan Tier:** As expressly defined in the Client's Written Booking Correspondence (including scheduling emails, linked quotations, or SMS confirmations).
- **Specific Exclusions:** Refer to GENERAL TERMS AND CONDITIONS - 2. DESCRIPTION OF SERVICES and the Written Booking Correspondence.

E. Service Location and Access

- **Service Location:**
 - **Address:** [terms emailed to customer]
 - **Suburb:** [terms emailed to customer]
 - **Postcode:** [terms emailed to customer]
- **Access:** Refer to GENERAL TERMS AND CONDITIONS - 3. SERVICE LOCATION AND ACCESS

F. Service Schedule and Timing

- **F.1 Date of Service:** [terms emailed to customer]
- **F.2 Service Type:** This is a recurring Subscription Plan subject to a 12-month Initial Term as defined in Clause 11.

G. Payment Terms

- **G.1 Fee:** Fixed Price: AUD [terms emailed to customer]
- **G.2 GST Treatment:** GST is included in the above fee (Service Provider is GST registered)
- **G.3 Invoicing:** An invoice will be issued upon completion of the Services, on [terms emailed to customer]
- **G.4 Payment Due Date:** Payment is due on the day of the completion of the Services ([terms emailed to customer])

H. Cancellation and Rescheduling

- **H.1 Minimum Notice Period:** 24 hours before: [terms emailed to customer]

The Client & the Service Provider acknowledge that they have read, understood and agree to items A to H in the Schedule and Clauses 1 to 18 in the General Terms and Conditions, which together form the complete Agreement.

GENERAL TERMS AND CONDITIONS

1. PARTIES

1.1. The "Service Provider" and "Client" are the entities, and their contact details are, as detailed in Items B and C of the Schedule respectively.

2. DESCRIPTION OF SERVICES

2.1 Services Included (The Subscription Plan):

The Service Provider shall provide pest management services as dictated by the specific Subscription Plan tier selected by the Client. The exact scope of the Services-including the specific pests covered, the frequency of scheduled maintenance visits, and the specific treatment methods - are exclusively defined in the Written Booking Correspondence and the accepted quotation provided to the Client prior to commencement. The continuous protection guarantee applies strictly and only to the specific pests listed as "Included" in the Client's confirmed plan tier.

2.2. Services Specifically Excluded:

Unless explicitly included in your Written Booking Correspondence, the Client acknowledges that this Agreement EXPRESSLY EXCLUDES the inspection for and treatment of the following pests and issues. These require a separate, specialist assessment and a written proposal provided by The Service Provider:

- Pest birds.
- Timber Pests: All services related to termites (white ants), wood borers, or any other timber-destroying organisms.
- Specialist Interior Pests: German Cockroaches, Bed Bugs, Fleas, and Carpet Beetles.
- Rodents: Rats and Mice.
- Other Pests: Wasps, Bees (especially nests within structural cavities), Possums, Birds, Snakes, and other vertebrate pests.
- Structural & Maintenance Work: Repair of damage caused by pests, sealing of entry points, or any other building maintenance or modification.

- Biosecurity Pests: Any pest that is a notifiable biosecurity matter under Queensland law. The Service Provider is legally obligated to report any suspected sightings of such pests (e.g., Red Imported Fire Ant (RIFA), Electric Ants, etc.) to Biosecurity Queensland. The Service Provider will not treat these pests, and the Client will be advised of the formal reporting procedure.

2.3. Limitation of Scope: If the Client requests any excluded services during the visit, the Service Provider will decline. The Service Provider is only qualified, licensed, and insured for the General Pest Management services described in clause 2.1.

2.4. Pre-existing Conditions & Environment: The Service Provider is not responsible for structural, sanitation, or environmental conditions at the Premises that are conducive to pest infestations. The technician will provide recommendations to the Client to address such conditions, and failure to implement these may void the Service Guarantee.

2.5. Service-Specific Addendums: Where the Service booked is for a specialised treatment as defined in a Service Addendum (e.g., Bed Bug Treatment, German Cockroach Treatment, Fleas & Tick Treatment), that Addendum shall form part of this Agreement. The terms of the Addendum, including its specific inclusions, exclusions, preparation requirements, and Service Guarantee, shall apply to the Service. In the event of any inconsistency between these General Terms and Conditions and a Service Addendum, the terms of the Service Addendum shall prevail.

3. SERVICE LOCATION AND ACCESS

3.1. The Services will be performed at the Premises specified in Item C of the Schedule.

3.2. The Client shall provide the Service Provider with reasonable and safe access to all areas of the Premises requiring treatment at the agreed-upon time,

- The client will be present; or
- Keys will be provided under specific conditions agreed before the service; or
- Access codes provided; or
- Specific instructions for entry access / alarms provided.
- Pets will be secured

If the Service Provider arrives for a scheduled maintenance visit and the Client is not present, or internal access is otherwise unavailable despite prior notice, the Service Provider will perform a comprehensive exterior treatment. This exterior treatment will constitute fulfillment of that scheduled visit. Any subsequent request for an internal treatment prior to the next scheduled visit may incur a separate call-out fee.

3.3. Client Preparation Responsibilities: Prior to the Service Provider's arrival, the Client must:

- Clear all benchtops and store away all exposed food items, utensils, and food preparation equipment.
- Clear floors of any items such as clothing, toys, and stored goods to allow access to skirting boards.
- Cover or remove pet food and water bowls, bedding, and toys.
- Cover fish tanks and ponds.
- Secure all pets away from treatment areas.
- Inform the Service Provider of any known allergies, chemical sensitivities, or respiratory conditions of any occupants.

3.4. Damage to Concealed Services: Prior to any service involving drilling or cutting, you agree to inform us in writing of the location of any known utility services (water, gas, electricity, data cables) or other known hazards like asbestos. Our technician will exercise due care and skill. However, as the precise location of all concealed services cannot always be determined, you acknowledge that we are not liable for damage to concealed services that were not identified by you and could not be reasonably detected by our technician prior to work commencing.

3.5 Electrical Isolation: If, in the course of providing the Services, the Service Provider is required to conduct works on, near, or around electrical wiring or infrastructure at the Premises, the Client must ensure that all power and electricity lines are isolated and turned off from the meter or other appropriate source prior to work commencing. The Service Provider is not liable for any damage, death, or injury (including resulting from electrical

surges) to person or property due to a failure by the Client to appropriately isolate electricity where required.

4. SERVICE SCHEDULE AND TIMING

4.1. The Services are scheduled to be performed on the date and approximate time specified in Item F.1 of the Schedule.

4.2. The nature of this Agreement (one-time service) is specified in Item F.2 of the Schedule.

5. PAYMENT TERMS

5.1 Recurring Monthly Fee: The fee for the Services under this Subscription Plan is a recurring Monthly Fee as specified in Item G.1 of the Schedule. This fee incorporates the cost of scheduled maintenance visits, continuous protection support, and administration. GST is included in the fee as specified in Item G.2.

5.2 Payment Authorization and Method:

- By providing credit or debit card details, the Client authorizes the Service Provider to automatically debit the Monthly Fee on a recurring basis.
- All credit card information is processed securely through a third-party payment gateway (e.g., Stripe) and is not held directly by the Service Provider.
- A surcharge may apply for Credit or Debit Card transactions as specified by the payment gateway.

5.3 Billing Schedule: Payments will be charged in advance on a recurring monthly basis, starting from the Commencement Date of the Subscription Plan. If the scheduled billing date falls on a weekend or public holiday, the payment will be debited on the next closest business day.

5.4 Failed Payments and Arrears:

- It is the Client's responsibility to ensure sufficient funds are available on the nominated card.
- If a recurring payment is declined, the Service Provider will notify the Client and attempt to re-process the payment.

- **Suspension of Guarantee:** If an account falls into arrears, the Continuous Protection Guarantee is suspended immediately. No free spot-treatments or scheduled maintenance visits will be provided until the outstanding balance is cleared in full.
- The Service Provider has the right to debit the accumulated amount for any months not successfully debited once a valid payment method is updated.

5.5 Late Fees and Recovery: If the Client fails to rectify an overdue payment within 30 days, the Service Provider may, at its discretion, charge a late payment administration fee of \$50 for each 30-day period the account remains overdue. The Client acknowledges and agrees that this fee represents a genuine pre-estimate of the administrative costs incurred by the Service Provider in managing and recovering the overdue account. Furthermore, the Client is liable for any reasonable external costs incurred in recovering outstanding debts, including collection agency commissions and legal fees.

5.6 Annual Price Adjustments: To ensure the ongoing quality of our services and to accommodate fluctuations in material, labor, and operational costs, the Service Provider reserves the right to adjust the Monthly Fee.

- **Price Lock:** No price increases will be applied during the 12-month Initial Term.
- **Frequency:** Following the Initial Term, the Monthly Fee may be increased no more than once in any 12-month period.
- **Notice Period:** The Service Provider will provide the Client with a minimum of 45 days' written notice prior to any price increase taking effect.
- **Client's Right to Terminate:** If the Client does not agree to the proposed price increase, they maintain the right to terminate the Subscription Plan without penalty by providing at least 30 days' written notice prior to the increase taking effect.

6. RESPONSIBILITIES OF THE SERVICE PROVIDER

6.1. Company Warranties: The Service Provider warrants that:

- All services will be performed by a technician who is fully licensed in accordance with the Medicines and Poisons Act 2019 (Qld).
- We hold current Public Liability and Professional Indemnity insurance, with certificates available upon request.
- We will adhere to the AEPMA Code of Ethics, which promotes honesty and integrity.
- All pesticides used will be approved by the Australian Pesticides and Veterinary Medicines Authority (APVMA) and applied in accordance with the product label.

6.2. Perform the Services in a professional and diligent manner, exercising due care and skill.

6.3. Supply all necessary equipment and materials required to perform the Services.

6.4. Comply with all relevant health and safety regulations.

6.5. Provide the Client with a written "pre-treatment pest control advice" and "post-treatment pest control advice" as required by the Medicines and Poisons Act 2019 (Qld).

Photographic and Digital Records:

6.6. The Client agrees that the Service Provider may take photographs or videos at the Premises for the purposes of documenting pre-existing conditions, pest activity, and work performed. These records are used for internal quality control, training, and to document the service for the Client's file to maintain compliance with the Medicine and Poisons Act 2019 (Qld) for Pest Control Advice.

6.7 Service Effectiveness and Interference: The Service Provider will use reasonable endeavours to provide the Services in a competent and professional manner. However, you acknowledge that our Services may be rendered ineffective by disturbing treated areas, building alterations, renovations, or introducing untreated or infested materials to the property that encourage pest activity and/or poor hygiene. If a re-infestation occurs as a result of these actions, the Continuous Protection Guarantee is voided for that specific issue, and any required treatments will be quoted as a separate, ad-hoc service.

6.8 Equipment Ownership: Any physical pest management equipment left at the Premises (such as bait stations or monitors) remains the exclusive property of the Service Provider at all times. Upon termination of the Subscription Plan, the Client agrees to allow the Service

Provider reasonable access to the Premises to retrieve said equipment. The Client is liable for the replacement cost of any equipment that is lost, stolen, or damaged while in their care.

6.9 Product Recalls: The Service Provider will promptly notify the Client of any information relating to regulatory investigations, quality issues, or mandatory product recalls regarding the Equipment or consumables used in the Services. In the event that any consumables or Equipment are subject to a recall, the Client must take all reasonable steps to provide assistance required by the Service Provider to give effect to the recall, including granting immediate access to the Premises

7. RESPONSIBILITIES OF THE CLIENT

The Client shall, at their own expense:

7.1. Fulfill the preparation requirements outlined in clause 3.3 before the Service Provider's arrival.

7.2. Adhere to all post-service instructions provided by the technician, including any required re-entry period and avoiding mopping or cleaning treated surfaces for the recommended time.

7.3. Implement any specific, written recommendations provided in the Pest Control Advice notice to minimise future pest activity (e.g., improve sanitation, trim vegetation, repair entry points).

7.4. Secure or remove any fragile, delicate, or valuable items from the areas to be treated.

7.5. If the Client is a tenant, warrant that they have obtained all necessary consents from the landlord or property manager to have the Services performed.

7.6. Ensure pets are secured.

Clients Responsibility for Conducive Conditions:

7.7. The Client acknowledges that the effectiveness of any pest management service is reliant on maintaining conditions that are not conducive to pest harborage and breeding. The Service Provider is not liable for any failure of the Service or re-infestation resulting from the Client's failure to rectify or manage conducive conditions, including but not limited to: poor sanitation, stored food waste, water leaks, overgrown vegetation in contact with the structure, or failure to repair structural entry points for pests.

8. CANCELLATION AND RESCHEDULING POLICY

8.1. Notice Period: The minimum notice period required by either party to cancel or reschedule a booked service without penalty is specified in Item H.1 of the Schedule.

8.2. Client Cancellation Fee: If the Client cancels or reschedules with less than the specified notice period, or if the Service Provider cannot gain access to the Premises, a cancellation fee of 25% of the service fee may be charged.

8.3. Service Provider Cancellation: If the Service Provider cancels with less than the notice period (except in emergencies), the Service will be rescheduled at no cost to the Client.

8.4 Force Majeure and Inability to Deliver Services: To the extent permitted by law, neither party is liable for failure of or delay in performance of their obligations under this Agreement (other than an obligation for payment of amounts due) to the extent that the failure or delay arises from a Force Majeure Event. A "Force Majeure Event" means any event not within the control of the relevant party, including but not limited to severe weather conditions, floods, fire, natural disasters, pandemics, outbreaks of infectious disease (and associated government restrictions), cyber breaches, ransomware attacks, infrastructure outages, or sudden shortages and unavailability of required chemical products or resources. In such cases, the Service Provider will make reasonable efforts to reschedule the Services at the earliest mutually convenient time.

9. SERVICE GUARANTEE AND LIABILITY

9.1 Statutory Consumer Guarantees: Our Services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the Service, you are entitled to cancel this Agreement and to a refund for the unused portion, or to compensation for its reduced value. You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure, you are entitled to have the problem rectified in a reasonable time.

9.2 Continuous Protection Guarantee: The Service Provider provides a Continuous Protection Guarantee for the Included Pests (as defined in clause 2.1) for the duration of an active Subscription Plan. If you experience a re-infestation of an Included Pest between scheduled maintenance visits, we will perform a targeted spot-treatment of the affected

area(s) at no additional charge, provided the Subscription Plan is active and all Monthly Fees are paid up to date.

9.3 Service Guarantee Conditions: This Continuous Protection Guarantee is strictly conditional upon:

- The Client's Subscription Plan being active with no outstanding or overdue payments.
- You notifying us promptly upon discovery of the re-infestation.
- You having implemented any specific, written recommendations provided in our previous Pest Control Advice notices (e.g., 'seal gap under back door,' 'clear stored firewood from house wall', 'clean under benchtop').
- The treated surfaces not having been physically altered, painted, or subjected to high-pressure washing since the last visit.
- The infestation not resulting from the introduction of untreated or infested materials to the property.

9.4 Expiry of Protection: In the event that the Subscription Plan is cancelled, paused, or falls into arrears, the Continuous Protection Guarantee ceases immediately at the end of the current paid billing cycle. No further free retreatments will be provided once the subscription is inactive.

9.5 Limitation of Liability:

- To the extent permitted by law, the Service Provider's total liability for any claim arising out of or in connection with this Agreement or the Services, whether in contract, tort (including negligence), statute, or otherwise, shall not exceed the total fees paid by the Client to the Service Provider under this Agreement for the specific service giving rise to the claim.
- The Service Provider is not liable for any indirect, consequential, or special losses, including but not limited to loss of profit, loss of use, or loss of opportunity.
- The Service Provider is not liable for any pre-existing pest damage or for any pest damage that occurs after the service is rendered.

- This limitation of liability does not exclude or limit any rights or remedies the Client may have under the Australian Consumer Law, which cannot be lawfully excluded or limited.

9.6 Indemnification: The Client indemnifies the Service Provider against any claims, losses, damages or expenses (including reasonable legal fees) arising from:

- The Client's breach of any term of the Agreement.
- The presence of undisclosed hazardous materials on the Premises.
- Any injury or damage caused by the Client or third parties (not being the Service Provider, its employees, or agents) at the Premises during the provision of the service.

10. PRIVACY AND CONFIDENTIALITY

10.1. The Service Provider collects and holds the Client's personal information (as detailed in the Schedule) for the primary purpose of providing the Services, processing payments, and for managing our service relationship. We will not disclose your personal information to third parties without your consent, except as required by law. You may request access to the personal information we hold about you by contacting us.

11. TERM AND TERMINATION

11.1 Initial Term: The Subscription Plan commences on the date of the first scheduled service and continues for a minimum initial period of 12 months (the "Initial Term").

11.2 Acknowledgment of Costs: The Client acknowledges that the Monthly Fee incorporates the heavy upfront costs of the initial pest treatment, as well as ongoing administration and continuous protection support.

11.3 Early Termination: If the Client cancels the Subscription Plan prior to the end of the 12-month Initial Term, the Client must pay out the remainder of the unpaid Monthly Fees for each month remaining in the Initial Term. The parties acknowledge and agree that this early termination fee is a genuine pre-estimate of the Service Provider's loss for early termination before the end of the Initial Term.

11.4 Ongoing Term: Following the Initial Term, the Subscription Plan will automatically continue on a month-to-month basis until cancelled by either party in writing with a minimum of 14 days' notice.

11.5 Termination for Cause: Either party may terminate this Agreement by written notice if the other party commits a material breach and fails to remedy it within 14 calendar days of notice. The Service Provider may terminate this Agreement immediately without notice upon non-payment of any amounts due, discovery of unsafe conditions, or failure to provide safe access.

11.6 Transfer of Service Address: If the Client relocates to a new residence within the Service Provider's standard operational area, the Client may request to transfer the active Subscription Plan to the new address. The remainder of the Initial Term (or ongoing month-to-month term) will carry over to the new premises. The Service Provider reserves the right to conduct an initial inspection of the new premises and may require an adjusted quotation if the new property is significantly larger or presents different pest management requirements. If the Client moves outside the operational area, standard Early Termination fees will apply.

12. DISPUTE RESOLUTION

12.1. If a dispute arises out of or relating to this Agreement, the parties agree to first attempt to resolve the dispute by good faith negotiation between themselves for 28 calendar days.

12.2. If the dispute cannot be resolved by negotiation within that period, the parties agree to consider mediation administered by a mutually agreed-upon mediator in Queensland before resorting to arbitration or litigation. The costs of mediation will be paid by the Client.

12.3. Nothing in this clause prevents a party from seeking interlocutory relief from a court or making a complaint to a relevant authority like the Office of Fair Trading or AEPMA.

13. GOVERNING LAW

13.1. This Agreement shall be governed by and construed in accordance with the laws of Queensland, Australia.

14. QUEENSLAND SPECIFIC CONSIDERATIONS & AUSTRALIAN CONSUMER LAW

14.1. This Agreement is subject to the provisions of the Australian Consumer Law (ACL) as set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth) and applied in Queensland through the Fair Trading Act 1989 (QLD). Nothing in this Agreement is intended to exclude, restrict, or modify any rights or remedies the Client may have under the ACL that cannot be lawfully excluded, restricted, or modified.

14.2. The Service Provider warrants they hold all necessary licenses for the scope of Services described, specifically a Pest Management Technician Licence issued under the Medicines and Poisons Act 2019 (Qld) and administered by Queensland Health.

14.3. The Client acknowledges that any work related to termites (including inspections and treatments) requires the Service Provider to hold a separate licence from the Queensland Building and Construction Commission (QBCC), and that such work is excluded from this Agreement.

14.4. If the Client is a tenant, responsibilities for pest control may be governed by the Residential Tenancies and Rooming Accommodation Act 2008 (QLD). It is the Client's responsibility to ensure compliance.

15. ENTIRE AGREEMENT

15.1. This Agreement, comprising the Schedule and these General Terms and Conditions, constitutes the entire agreement between the parties with respect to its subject matter and supersedes all prior discussions, negotiations, representations, and agreements, whether oral or written.

15.2 Hierarchy of Documents: In the event of any inconsistency or conflict between the clauses in these General Terms and Conditions and the specific inclusions, exclusions, or plan details outlined in the Client's Written Booking Correspondence (including scheduling emails, SMS confirmations, or written quotations), the terms specified in that correspondence shall strictly prevail to the extent of the inconsistency.

16. AMENDMENTS

16.1. Any amendments or variations to this Agreement, must be in writing and signed by both parties to be effective.

16.2. The detailed service inclusions and exclusions referenced in Item D of the Schedule may be updated from time to time at www.zamp.com.au/service-terms. The Client will be notified of any material changes that affect their specific service booking.

16.3. Version Control: This Agreement may be updated from time to time by the Service Provider. Each version will be identified by a version number and date. The version applicable to any service booking is the version in effect at the time the Client accepts the Agreement for that specific booking. Previous versions of this Agreement do not apply to new bookings, and each booking is governed solely by the Agreement version accepted at the time of that booking.

17. SEVERABILITY

17.1. If any provision of this Agreement is held to be invalid, illegal, or unenforceable by a court of competent jurisdiction, such provision shall be severed from this Agreement, and the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired. The parties shall then negotiate in good faith to replace the severed provision with a valid and enforceable provision that achieves, as far as possible, the original commercial intent.

18. NOTICES

18.1. Any notice must be in writing and delivered personally, by post, or by email to the addresses specified in the Schedule.

18.2. A notice is deemed received: on delivery if personal; 3 business days after posting if by post; or at the time of transmission if by email, unless a failure message is received.

END OF DOCUMENT