DELIVERY INFORMATION

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BUSINESS DETAILS

Business Field	Details
Entity	Kathgar Trading Pty Ltd trading as Lubrisync
ABN	84 675 813 199
Website	www.lubrisync.com.au
Address	Unit 10, 22 Global Road, Neerabup WA 6031, Australia
Contact	info@lubrisync.com.au

PURPOSE

This document establishes general Lubrisync delivery, dispatch, collection and bulk-supply information across the business. It applies to packaged and bulk products including 1 L, 5 L, 20 L, 208 L drums, 1,000 L IBCs, greases, oils, coolants, cleaners and other products, together with BDU refills, customer-tank deliveries and other approved supply methods.

1. SCOPE AND ORDER OF PRECEDENCE

Delivery arrangements depend on the product, pack size, quantity, destination, stock position, customer access and agreed commercial terms. Where an accepted Quote, signed agreement or other written arrangement specifies a delivery time, charge or method, that specific arrangement applies to the relevant order.

2. DELIVERY AREA

Lubrisync operates from Unit 10, 22 Global Road, Neerabup WA 6031 and supplies customers in the Perth metropolitan area and, where commercially and operationally suitable, regional Western Australia. Regional and remote deliveries may be completed using Lubrisync transport, a contracted carrier or another agreed freight arrangement.

3. PRODUCT FORMATS AND DELIVERY METHODS

- packaged lubricants and related products in 1 L, 5 L, 20 L and other approved pack sizes;
- greases, coolants, cleaners and other packaged products;
- 208 L drums and palletised product;
- 1,000 L IBCs and other approved bulk containers;
- bulk lubricant transferred into approved customer tanks or storage where that service is agreed;
- Lubrisync BDU installation, refill, service and collection; and
- customer collection from the Neerabup warehouse where approved.

4. ORDER ACCEPTANCE AND DELIVERY TIMING

Delivery timing begins after Lubrisync has accepted the order or Quote and any required account, payment, product, freight or site-access details have been confirmed. Stocked products may be dispatched promptly. Imported, special-order, custom-labelled or out-of-stock products may require additional lead time.

Any delivery date or window for ordinary product supply is an estimate unless Lubrisync expressly agrees to a specific service commitment in writing.

5. PERTH METROPOLITAN DELIVERIES

Perth metropolitan deliveries are planned according to customer location, route efficiency, order quantity, vehicle capacity and handling requirements. Lubrisync will confirm or communicate the expected delivery timing where practicable. Deliveries may be consolidated with other customer orders where this does not conflict with an agreed service requirement.

6. REGIONAL AND REMOTE WESTERN AUSTRALIA

Regional WA supply is subject to freight availability, carrier schedules, destination access and product handling requirements. Freight charges and expected lead times will be confirmed before dispatch where practicable. Remote-area deliveries may involve depot collection, freight consolidation or third-party carrier conditions.

7. CUSTOMER COLLECTION

Customer collection from the Neerabup warehouse is available only by prior arrangement. Customers must wait for confirmation that the order is ready. The collecting vehicle must be suitable for the load and the customer is responsible for complying with applicable vehicle loading, load restraint and transport requirements after the goods are handed over.

8. FREIGHT AND DELIVERY CHARGES

Delivery is not automatically free of charge. Freight, delivery, handling or carrier charges may vary according to destination, order size, pallet or IBC quantity, drum handling, special unloading requirements, urgent service, carrier surcharges and failed-access costs. Applicable charges will be shown or confirmed through the Quote, order or other written arrangement.

9. SITE ACCESS AND UNLOADING

The customer must provide safe and suitable access for the delivery method being used. Before dispatch, the customer should advise Lubrisync of restricted operating hours, low clearances, weight restrictions, narrow access, unsealed surfaces, steep grades, forklift requirements, tail-lift requirements, crane requirements or any other condition affecting safe delivery.

For IBCs, drums and palletised goods, a suitable unloading method must be available unless Lubrisync has agreed to provide one. Lubrisync may postpone unloading where the requested method is unsafe or unsuitable.

10. BULK DELIVERY AND QUANTITY MEASUREMENT

Where lubricant is supplied in bulk or transferred into a customer tank, BDU or other approved storage, Lubrisync will determine the quantity delivered using a reasonable measurement method appropriate to the supply arrangement. This may include supply-container measurements before and after delivery, calibrated dispensing equipment, BDU readings, FlowVSync records or another suitable method.

The Final Invoice may be adjusted to the quantity actually supplied.

11. BDU REFILL AND SERVICE DELIVERIES

For customers operating under the approved BDU Supply & Placement Agreement, routine refill orders are submitted through FlowVSync. After the customer accepts the Quote, Lubrisync will fulfil an accepted standard refill order within 48 calendar hours, subject to safe site access, product availability, access to the BDU and circumstances reasonably outside Lubrisync control.

A BDU customer may request an urgent delivery within 12 hours of Quote acceptance. Urgent delivery is subject to discussion and Lubrisync confirmation that the request can reasonably be fulfilled. Where accepted, the current BDU Supply & Placement Agreement applies an Urgent Delivery Fee equal to 10% of the quoted order value.

12. DELIVERY INSPECTION AND ACCEPTANCE

Customers should inspect delivered goods and bulk supply as soon as reasonably practicable for visible damage, leakage, incorrect product, seal issues or quantity discrepancies. Any concern should be reported promptly with the Quote, delivery or invoice details and supporting photographs where relevant. Product whose identity or condition is in doubt should be isolated and not used or mixed until the issue has been assessed.

13. MISSED, FAILED OR DELAYED DELIVERY

If delivery cannot be completed because the site is closed, inaccessible, unsafe or unable to receive the goods, Lubrisync may arrange redelivery or collection. Reasonable additional costs may apply where the failed delivery was attributable to the customer.

Lubrisync will communicate material delays where reasonably practicable. Delivery may be affected by freight or port disruption, weather, road closures, vehicle breakdown, stock shortage, regulatory requirements or other events reasonably outside Lubrisync control.

14. PRODUCT QUALITY DURING DELIVERY

Lubrisync will preserve product identity, packaging condition, cleanliness and traceability through storage, loading, transport and delivery, using appropriate controls to reduce contamination or misidentification risk.

15. RETURN OR RECOVERY AFTER DELIVERY

Any request to return product, recover bulk lubricant, collect packaging or address an incorrect, damaged or non-conforming delivery is managed under DLB-POL-001 Order and Return Policy and any specific signed customer agreement that applies.

16. CONTACT

Contact Field	Details
Email	info@lubrisync.com.au
Dispatch Address	Unit 10, 22 Global Road, Neerabup WA 6031, Australia
Website	www.lubrisync.com.au

REVISION HISTORY

Revision	Date	Description of Change	Approved By
1.0	01/09/2026	Initial controlled issue.	Keegan Marais