



STANDARD TRADING TERMS & CONDITIONS

STANDARD TRADING TERMS AND CONDITIONS

1. INTERPRETATION

In these trading terms and conditions: -

- 1.1. the headings to the clause are for reference purposes only and shall not aid in the interpretation of the clauses to which they relate;
- 1.2. unless the context clearly indicates a contrary intention, words importing any one gender include the other two genders, the singular includes the plural and vice versa, and the natural persons include created entities (corporate or other) and vice versa;
- 1.3. the following terms shall have the meanings assigned to them hereunder and cognate expressions shall have a corresponding meaning, namely –
 - 1.3.1. "The Company" means Outer Rim (Pty) Ltd t/a Loadstar Logistics or, if it exercises its rights under clause 2, the member of the group in respect of which it exercises its rights;
 - 1.3.2. "Customer" means the person at whose request or on whose behalf the company undertakes any business or provides any advice, information or service and whose details are set out in the attached credit application;
 - 1.3.3. "Goods" means any goods handled, transported or dealt with by or on behalf of or at the instance of the company or which come under the control of the company or its agents, servants or nominees on the instruction of the customer, and includes any container, transportable tank, flat pallet, package or any other form of covering, packaging, container or equipment used in connection with or in relation to such goods;
 - 1.3.4. "the Group" means the company and any company which is a holding company or subsidiary or associated company of the company from time to time which may render services to the customer in terms of clause 2;
 - 1.3.5. "Law" includes any statute, ordinance, regulation, by-law and the common law;
 - 1.3.6. "the Services" means any business undertaken or advice, information or services provided by the company, whether gratuitous or not, and including any handling, packing, loading, unloading, warehousing and transporting of goods;
 - 1.3.7. "these conditions" means these trading terms and conditions.

2. MEMBERS OF THE GROUP RENDERING SERVICES TO THE CUSTOMER

The company may at its election perform all and any Service either itself or it may procure that any member of the group undertakes such business or provides such advice, information or service as principal upon and subject to these conditions which shall apply mutatis mutandis to the customer and any such member of the group. The customer accordingly consents to the cession of rights and delegation of obligations by the company to a member of the group as the company may deem fit.

3. APPLICATION OF TRADING TERMS AND CONDITIONS

Subject to clause 5, all and any Services provided by the company are provided by the Company on these conditions, despite anything to the contrary contained in any correspondence or order from the Customer.

4. APPLICABLE LEGISLATION

- 4.1. If the company is obliged in the execution of any of the Services to comply with any law, then the company in complying therewith shall not be deemed to waive nor abandon any of its rights in terms of these conditions.
- 4.2. In addition thereto, in complying with the law, the company shall not be deemed to have assumed any onus, obligation, responsibility or liability in favour of the customer.
- 4.3. If any of the terms of these conditions is repugnant to or in conflict with the law, then and in such event the conflicting term embodied herein shall be deemed to be amended and/or altered to conform therewith, and such amendment and/or alteration shall not in any way affect the remaining provisions of these conditions.

5. FIATA COMBINED TRANSPORT BILL OF LADING

The company shall be entitled to issue in respect of the whole or part of any contract for the movement of goods a FIATA combined transport bill of lading ("FBL") provided that where a FBL is issued these conditions shall continue to apply except insofar as they conflict



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with the terms and conditions applicable to the FBL. The issue of a FBL by the company shall entitle it to raise an additional charge, determined by the company, to cover its additional obligations arising under the FBL.

6. COMPANY'S DISCRETION

- 6.1. In the absence of specific instructions given timeously in writing by the customer to the company, the company may exercise its discretion in deciding –
 - 6.1.1. the time to perform or to procure the performance of any or all of the acts which may be necessary or requisite for the discharge of its obligations to the customer;
 - 6.1.2. the means route and procedure to be followed by it in performing all or any of the acts or services it has agreed to perform;
 - 6.1.3. the declaration, if any, to be made, and the liability, if any, to be imposed on any carrier, warehouseman, underwriter or other person, which may affect the tariff rates or premiums offered by that carrier, warehouseman, underwriter, or other person and the company shall have no obligation to make any such declaration.
- 6.2. Notwithstanding anything to the contrary herein contained, if at any time the company considers it to be in the customer's interests or for the public good to depart from any of the customer's instructions, the company may do so and shall not incur any liability in consequence of doing so.
- 6.3. If events or circumstances come to the attention of the company, its agents, servants or nominees which, in the opinion of the company, make it whole or in part, impossible or impracticable for the company to comply with a customer's instructions the company shall take reasonable steps to inform such customer of such events or circumstances and to seek further instructions. If such further instructions are not timeously received by the company in writing the company shall, at its sole discretion, be entitled to detain, return, store, sell, abandon, or destroy all or part of the goods concerned at the risk and expense of the customer.
- 6.4. The company has no obligation to arrange for any particular goods to be carried, stored or handled separately from any other goods.

7. INSURANCE/LIABILITY CLAIMS

- 7.1. The Company will procure and maintain contingency cover in place with a value equal to: Market value and/or Commercial Sales Value and/or R500,000 per conveyance (whichever is the lesser).
- 7.2. In the event of the Company submitting a claim to its insurers in terms of the above-stated insurance policies, the Customer undertakes to reasonably assist and co-operate with Loadstar Logistics to prepare and timeously submit such claim which assistance shall include but not be limited to the provision of relevant documentation pertaining to the product and/or the damages thereto and/or the deposition to such affidavits and/or the giving of such viva voce evidence required by the service provider and/or its insurers and/or its appointed attorneys (whose appointment need to be proved).
- 7.3. In as, much as the Customer has suffered damages and/or losses in the product outside the value limit provided for in clause 7 and/or the exclusion mentioned in clause it hereby:
 - 7.3.1. waives and abandons all and any claims for such damages against Loadstar Logistics,
 - 7.3.2. Indemnifies and undertakes to hold Loadstar Logistics harmless against all and any claims by any third party against Loadstar Logistics pursuant to such damages and/or losses including but not limited to any subrogation claim by the Customer's insurers with whom the Customers may have insured such risk.
- 7.4. Any second-hand implements, equipment, vehicles and forklifts are not ensured by our goods in transit insurance and you have to arrange and applicable insurance company.
- 7.5. The following commodities are excluded from our goods in transit insurance: bullion, specie, jewellery, precious stones, stamps, deeds, traveller's cheques, documents, film, other alcoholic beverages, cigarettes and copper products.
- 7.6. It is the customer's responsibility to ensure adequate cargo insurance is in place for their goods.

8. WARRANTIES AND OBLIGATIONS

- 8.1. The Customer warrants that –
 - 8.1.1. it is either the owner or the authorised agent of the owner of any goods in respect of which the customer instructs the company and that each such person is bound by these trading terms and conditions;
 - 8.1.2. in authorising the customer to enter into any contract with the company and/or in accepting any document issued by the company in connection with such contract, the owner, the sender or consignee is bound by these trading terms and conditions for itself and its agents and for any parties on whose behalf it or its agents may act, and in particular, but without prejudice to the generality of the foregoing, it accepts that the company shall have the right to force against them jointly and severally any liability of the customer under these trading terms and conditions or to recover from them any sums to be paid by the customer which upon proper demand have not been paid;



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- 8.1.3. it has reasonable knowledge of all matters directly or indirectly relating to its business and the transactions pertaining to the goods including, without limitation, terms of sale and purchase;
- 8.1.4. all information and instructions supplied by it to the company is accurate, true and comprehensive and, in particular, the customer shall be deemed to be bound by and warrants the accuracy of all descriptions, values and other particulars furnished to the company for customs, consular and other purposes, and the customer warrants that it will not withhold any necessary information, and indemnifies the company against all claims, losses, penalties, damages, expenses, and fines whatsoever, whenever and howsoever arising as a result of a breach of the foregoing whether negligently or otherwise;
- 8.1.5. all goods will be properly, adequately and appropriately prepared and packed, stowed, labelled, and marked having regard inter alia to the implementation by or on behalf of the company or at its instance of the contract involved and are capable of withstanding the normal hazards inherent in the implementation of such contract;
- 8.1.6. where goods are carried in or on containers, trailers, flats, tilts, railway wagons, tanks, igloos, or any other unit load devices specifically constructed for the carriage of goods by land, sea, or by air (each such device hereinafter individually referred to "the transport unit") then, save where the company has been given and has accepted specific written instructions to load the transport unit –
 - 8.1.6.1. the transport unit has been properly and competently loaded; and
 - 8.1.6.2. the goods involved are suitable for carriage in or on the transport unit; and
 - 8.1.6.3. the transport unit is itself in a suitable condition to carry the goods loaded therein and complies with the requirements of all relevant transport authorities and carriers.

8.2. Time is of the essence for the performance by the customer of all obligations owed to the company in terms of these conditions.

9. RECOVERY OF DEBTS DUE TO THE COMPANY

The company shall be entitled to recover any amounts due to it by the customer in respect of instructions relating to or in terms of any contract in respect of particular goods from the customer, or if the customer acts as an agent for a disclosed or undisclosed principal from the customer or the principal, as the company deems fit.

10. COMPANY ENTITLED TO ACT AS AGENT OR PRINCIPAL IN CONTRACTING

- 10.1. Unless otherwise agreed in writing, the company in procuring carriage, storage, packaging or handling of goods shall be entitled to act either as an agent for and on behalf of the customer as principal, as in its absolute discretion deems fit.
- 10.2. The offer and acceptance of fixed price for the accomplishment of any task shall not itself determine whether such task is to be arranged by the company acting as agent for or on behalf of the customer as principal.
- 10.3. The customer acknowledges that when the company as agent for or on behalf of the customer concludes any contract with a third party, such agreement is concluded between the customer and the third party.
- 10.4. Unless otherwise agreed in writing, the company, when acting as agent for or on behalf of the customer, may enter into any contract it deems necessary for the fulfilment of the customer's instructions, including, without limitation, contracts for the
 - 10.4.1. carriage of goods by any route or means or person;
 - 10.4.2. storage, packaging, transport, shipping, loading, unloading and/or handling of goods by any person at any place whether onshore or afloat and for any length of time;
 - 10.4.3. carriage or storage of goods in break-bulk form or in or on transport units as defined in clause 8.1.6 or with or without other goods of whatsoever nature.

11. SUBCONTRACTING

- 11.1. The company may cede and assign any or all of its rights and obligations in terms of these conditions to any third party and may sub-contract any of the services to be performed for the customer to any third party without obtaining the customer's further consent to do so. The customer is liable for any additional costs incurred by the company in sub-contracting the services.
- 11.2. Where the company cedes or assigns any of its rights or obligations or sub-contracts any of the services to third parties, the company will have no responsibility or liability to its customer for any act or omission of or breach of these conditions by such third party, even though the company may be responsible for the payment of such third parties charges; but the company shall, if suitably indemnified against all costs, (including attorney and client costs) which may be incurred by or rewarded against the company, takes such action against the third party on the customers behalf as the customer may direct.
- 11.3. Notwithstanding anything to the contrary contained herein the customer agrees that all goods shall be dealt with by the company on the terms and conditions, whether or not inconsistent with these conditions, stipulated by the carriers, warehouseman, government departments, and all other parties (whether acting as agents or subcontractors to the company



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12. GOODS REQUIRING SPECIAL ARRANGEMENTS

Except under special arrangements previously made in writing the company will not accept or deal with bullion, coins, precious stones, jewellery, valuables, antiques, pictures, human remains, livestock or plants. Should the customer nevertheless deliver such goods to the company or cause the company to handle or deal with any such goods otherwise than under special arrangements previously made to the company in writing shall incur no liability whatsoever in respect of such goods, and in particular, shall incur no liability in respect of its negligent act or omissions in respect of such goods. A claim, if any, against the company in respect of the goods referred to in this clause 12 shall be governed by the provisions of clauses 36 and 37.

13. GOODS REQUIRING PRIOR CONSENT OF COMPANY

13.1. The customer shall obtain in advance the company's specific written consent to accept into its possession or control of any of its servants, agents or employees any goods, including radio-active materials, which may be or become dangerous, inflammable or noxious, or which by their nature may injure, damage, taint or contaminate, or in any way whatsoever adversely affect any person, goods or property, including goods likely to harbour or attract vermin or other pests. The customer warrants that such goods, or the case, crate, box, drum, canister, tank, flat, pallet, package or other holder or covering of such goods will comply with any applicable laws, regulations or requirements of any authority or carrier and that the nature and characteristics of such goods and all other data required by such laws, regulations or requirements will be prominently and clearly marked on the outside cover of such goods.

13.2. If any such goods are delivered to the company, whether or not in breach of the provisions of clause 13.1, such goods may for good reason as the company in its discretion deems fit including, without limitation, the risk to other goods, property, life or health be destroyed, disposed of abandoned or rendered harmless or otherwise dealt with at the risk and expense of the customer and without company being liable for any compensation to the customer or any other party, and without prejudice to the company's rights to recover its charges and/or fees including the costs of such destruction, disposal, abandonment or rendering harmless or other dealing with the goods. The customer indemnifies the company against all loss, liability or damage caused to the company as a result of the tender of goods to the company and/or out of the foregoing.

14. PERISHABLE GOODS

14.1. Without limiting or effecting any other terms of these trading terms and conditions, goods (whether perishable or otherwise) in the care, custody of the company may at the customers expense be sold or disposed of by the company without notice to the customer, sender, owner or consignee if —

4.1.1. such goods have begun to deteriorate or are likely to deteriorate;

4.1.2. such goods are insufficiently addressed or marked;

4.1.3. the customer cannot be identified;

4.1.4. the goods have not been collected or accepted by the customer or any other person after the expiration of 21 days of the company notifying the customer in writing to collect or except such goods, provided if the company has no address for the customer such notice period shall not be necessary, and payment or tender of the nett proceeds, if any, of the sale of thereof after deduction of those charges and expenses incurred by the company in respect thereof shall be equivalent to delivery of such goods.

14.2. Should any amount be owing by the customer to the company in respect of any amount referred to in clause 14.1 which becomes due and payable and remains unpaid the company may, without first obtaining an order of court, sell all or any of the goods by public auction on reasonable notice not exceeding 14 day, by private treaty. The nett proceeds of any such sale, after deducting therefrom all costs, charges and expenses incurred by the company shall be applied in reduction or discharge, as the case may be of the customers obligations to the company in respect of such goods without prejudice to the company's rights to recover from the customer any balance which may remain owing to the company after the exercise of such rights. Should the total amount collected by the company, after deducting therefrom all costs, charges and expenses incurred by the company in respect thereof, exceed the full amount of the customer's obligations to the company in respect of such goods, the company shall be obliged to refund such excess to the customer.

15. THE ACCEPTANCE OF DELIVERY

If delivery of any goods is not accepted by the customer, consignee or agent nominated by the customer at the appropriate time and place, then-

15.1. the company shall be entitled to store the goods or any part thereof at no risk to the company and at the expense of the customer;

15.2. the provisions of clause 14.2 shall apply mutatis mutandis.



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16. WAREHOUSING

- 16.1. Pending forwarding and/or delivery by or on behalf of the company upon instructions to collect freight, duties, charges or other expenses from the consignee or any other person, the customer shall remain responsible therefore if they are not paid by such consignee or any other person immediately when due.
- 16.2. If accepted by the company, instructions to collect payment on delivery shall be subject to the condition that the company will be entitled to assume that the recipient will effect payment and in the matter of such collection will not be liable for any negotiable instrument which is not met on the due date for payment
- 16.3. In the event that any goods are stored in Customs licensed warehouse, the customer undertakes to provide all documentation as required by law and to remove the goods within the prescribed time limits, failing which the customer hereby authorises the Company to deal with such goods as it in its sole discretion may decide. The customer indemnifies the Company in full against any consequences in so doing and agrees to hold the Company harmless in respect of all penalties, forfeiture, duties and any costs incurred as a consequence of the customer's failure to comply with this clause.

17. SUNDRY GOODS RECOGNISABLE AS THE CUSTOMER'S

The company shall have no obligation to take any action in respect of any goods which may be recognisable as belonging to the customer unless and until it receives suitable instructions relating to those goods together with all necessary documents.

18. EXAMINATION OF LANDED GOODS

- 18.1. Where it is necessary for an examination to be held or other action to be taken by the company in respect of any discrepancy in the goods which are landed or discharged from any vessel, aircraft, vehicle, or transport unit, no responsibility shall attach to the company for any failure to hold such examination or to take any other action unless the company has been timeously advised by the landing or discharging agent that such goods have been landed and that such discrepancy exists.
- 18.2. The company will not be responsible for examining or counting any goods received by it where such goods are bundled, palletised or packed in any other manner such that their number cannot be quickly and easily counted. Should the company undertake to count goods so received, it shall incur no liability in respect of any error or inaccuracy in such counting, whether such error or inaccuracy is the result of negligence on the part of the company or otherwise. The company shall be entitled to levy a charge on the customer for the counting of goods in such circumstances.

19. DUTIES, TAXES, IMPOSTS, LEVIES AND DEPOSITS

The customer, whether or not the cause of payment was due to an act, instruction or omission of the sender, owner and/or consignee and their agents, if any, shall be liable for any duties, taxes, imposts, levies, deposits or out-lays of whatsoever nature levied or payable to the authorities, intermediaries or other parties at any port or place for or in connection with the goods and whether at the time of entry and/or at any subsequent time, and for any payments, fines, penalties, expenses, loss or damage or whatsoever incurred or sustained by the company in connection therewith or arising thereout. The company shall bear no liability in consequence of the fact that there may be a change in the rate of duty, wharfage, freight, railage or cartage, or any tariff, before or after the performance by the company of any act involving a less favourable rate or tariff by virtue of the fact that a saving might have been effected in some other way had any act been performed at a different time.

20. RECOVERY OF DUTIES INCORRECTLY PAID

- 20.1. Where as a result of any act or omission by or on behalf of the company and whether or not such act or omission was negligent, any duty, tax, levy, railage, wharfage, freight, cartage, or any other charge has been paid or levied in an incorrect amount, then any liability to the customer which the company may otherwise have will cease if the customer does not –
- 20.1.1. within a reasonable time having regard to all circumstances, and in particular to the time allowed for the recovery from the payee of the amount overpaid, advise the company that an incorrect amount has been paid or levied, and
- 20.1.2. do all such acts as are necessary to enable the company to effect recovery of the amount incorrectly paid.
- 20.2. The fact that the customer may not be aware that any such incorrect payment has been made shall not constitute a circumstance to be taken into account in calculating what is a reasonable time for the purposes of clause 20.1. should any act or omission by the customer, whether or not such act or omission was due to ignorance on the part of the customer or whether or not such ignorance was reasonable or justified in the circumstances, prejudice the companies right of recovery, the customer shall be deemed not to have complied with the provisions of clauses 20.1 and 20.2.

21. PAYMENT BY THE CUSTOMER

- 21.1. Unless otherwise specifically agreed by the customer in writing the customer shall pay all sums due to the company in cash immediately upon presentation of account without deduction or set-off and payment shall not be withheld or deferred on account of any claim or counterclaim which the customer may allege.



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- 21.2. All moneys received by the company from the customer shall be appropriated by the company in its sole discretion in respect of any undisputed indebtedness owing by the customer to the company, notwithstanding that the customer might, when making payment, seek to appropriate the payment made to any particular debt or portion of a debt.
- 21.3. Notwithstanding the credit terms may have been agreed upon between the company and the customer, should any amount which has fallen due for payment not be paid on due date all amounts then owing by the customer to the company become immediately due and payable without notice or demand notwithstanding that such outstanding amounts may not yet be due for payment in terms of any agreement with the company. In the absence of specific terms of credit having been agreed, all amounts owing are payable on demand.
- 21.4. Unless otherwise agreed, interest shall accrue at the prime overdraft lending rate of the company's bankers from time to time on any amount due to the company and not paid immediately upon presentation of account.

22. DEBTING FEES AND DISBURSEMENTS

The company shall under no circumstances be precluded from raising a debit and obtaining payment in respect of any fee or disbursements due to it, notwithstanding the fact that a previous debit or debits, whether excluding or partly excluding the items subsequently requiring to be charged or recovered, had been raised and whether or not any notice had been given whether further debits were to follow.

23. RISK OF POSTED ITEMS

Notwithstanding any prior dealings between the customer and the company, and all documents, cash, cheques, bank drafts or other remittances, sent to the company through the post shall be deemed not to have been received by the company unless they are actually received by the company.

24. QUOTATIONS

- 24.1. The company shall be entitled at any time by notice to the customer to cancel or resile from any quotation or executory agreement in circumstances where it becomes impracticable or uneconomical for the company to carry out the contract at the quoted rate and the customer shall have no claim whatsoever against the company for any loss that the customer might incur as a result of the company cancelling or resiling from the quotation or executory agreement.
- 24.2. Without in any way limiting the provisions of clause 24.1 all quotations and agreements are subject to revision without notice having regard to changes in currency exchange rates and upward movements in amounts payable by or on behalf of or at the instance of the company to third parties including, without limitation, freight, surcharges, insurance premiums, equipment rental, fuel, toll, tyres and labour which charges and upward movements take place after quotation. Any revision of rates as aforesaid will be commensurate with the change in currency exchange rate or the increase in such amounts payable. Any such increase shall, failing agreement between the parties, be determined by the then auditors of the company or any other auditors nominated by the company, who in such determination shall act as experts and not as arbitrators and whose decision shall be final and binding on the parties. All prices will be quoted net of VAT.

25. PAYMENT TERMS

- 25.1. The customer shall make payment to Loadstar Logistics:
- 25.1.1. of the invoices delivered by Loadstar Logistics;
 - 25.1.2. within 30 (Thirty) days from date of statement;
 - 25.1.3. in South African currency;
 - 25.1.4. free of bank and other charges, without delay, counterclaim, holding-over, set-off or deduction and shall, unless otherwise agreed in writing, be made by way of EFT into the bank account designated from time to time by Loadstar Logistics for this purpose.
 - 25.1.5. All EFT's shall be made at such time as to reflect such payment in good and cleared funds in the designated bank account by no later than the due date.
- 25.2. In the event of the Customer not paying the whole of the invoice by the required day the Customer shall pay interest on the amount outstanding from the date due for payment at the rate of 15.5% per annum, compounded monthly in arrears.
- 25.3. So long as any payment is outstanding whether relation to the current agreement between the Customer and Loadstar Logistics of any other agreements, Loadstar Logistics shall have a special and general lien on any of the Customer's product or equipment in Loadstar Logistics' possession and Loadstar Logistics shall be entitled to retain such product or equipment or any part of it and/or suspend the delivery of the services on any contract until payment is made.
- 25.4. In the event of any payment being overdue, Loadstar Logistics reserves the right to withdraw any credit facilities granted to the Customer without further notice to such Customer. In such event the full amount outstanding by the Customer to Loadstar



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Logistics shall immediately become due owing and payable. Loadstar Logistics shall be entitled to set-off any overdue amount owed to it against any amount owed to the client Loadstar Logistics.

26. DELIVERY

26.1. Deliveries shall be deemed to have taken place on delivery of the product to customer.

26.2. A proof of delivery document ("POD") signed by the Customer or its representative, shall be conclusive proof that delivery was made.

26.3. Loadstar Logistics shall not under any circumstance be liable for any damages or alleged shortage in the delivery of Products, unless:

26.3.1. written notice of the claim received by Loadstar Logistics within 7 days after receipt of the product by the Customer or its representative;

26.3.2. an endorsement was made by the Customer or its representative on the delivery note of Loadstar Logistics documenting any alleged shortage or damage to the product;

26.3.3. the claim is supported by an original Tax invoice which is received by Loadstar Logistics within 7 days of receipt of the product by the Customer or its representative;

26.4. Loadstar Logistics may in its sole and absolute discretion withhold the supply of any further services pending payment of any sum due from the Customer to Loadstar Logistics

26.5. Where applicable, stock loss tolerance of 0.25% over the total order volume transported by Loadstar Logistics for the Customer will be granted between the Customer and Loadstar Logistics. Any over and under weights will be set-off over the total order volume.

27. CONTRACT

Loadstar Logistics' quotation does not constitute an offer and a quotation may be revoked at any time. An order from the customer based on Loadstar Logistics' quotation shall constitute an offer. An acknowledgement of that order sent by Loadstar Logistics in writing shall constitute acceptance of that offer. By placing the order, the customer shall be deemed to have accepted the conditions set out herein as the terms and conditions governing the relationship between the customer and Loadstar Logistics.

28. SUSPENSION OF OBLIGATIONS

28.1. If any amount is owed by the Customer to Loadstar Logistics from any cause whatever, whether under this agreement or not, is not paid on due date then without prejudice to any other right which it may have Loadstar Logistics may-

28.1.1. require that all amounts then owed to it by the Customer, from any cause whatever (and whether under the agreement or not) shall immediately become due and payable;

28.1.2. until payment is made, suspend the carrying out of any of its then uncompleted obligations;

28.1.3. Terminate any credit facilities granted to the customer whether under this agreement or not.

29. NO CLAIMS AGAINST COMPANY DIRECTORS AND EMPLOYEES

The customer undertakes that no claim shall be made against any director, servant or employee of the company which imposes or attempts to impose upon him any liability in connection with the tendering of any services which are the subject of these conditions and hereby waives all and any such claims.

30. CUSTOMER'S ORAL INSTRUCTIONS

The customer's instructions to the company shall be precise, clear and comprehensive and in particular, but without limitation, shall cover any valuation or determination issued by the customs in respect of any goods to be dealt with by or on behalf of or at the request of the company. Instructions given by the customer shall be recognised by the company as valid only if timeously given specifically in relation to a particular matter in question. Oral instructions, standing or general instructions given later, even if received by the company without comment, shall not in any way be binding upon the company, but the company may act thereupon in the exercise of its absolute discretion

31. BENEFITS OF DISCOUNT

The company is entitled to the benefit of discounts obtained and to retain and be paid all brokerages, commissions, allowances and other remunerations of whatsoever nature and kind and shall not be obliged to disclose or account to the customer, or principal for any such amounts received or receivable by it.



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32. LIEN

All goods and documents and relating to goods including bills of lading and import permits, as well as all refunds, repayments, claims and other recoveries, shall be subject to a special and general lien and pledge in favour of the company either for monies due in respect of such goods or for other monies due to company from the customer, sender, owner, consignee, importer or the holder of the bill of lading or their agents, if any. If monies due to the company are not paid within 14 days after the notice has been given to the person from whom the monies are due that such goods or documents are being detained, they may be sold by auction or otherwise or in some other way disposed of for the value at the sole discretion of the company and at the expense of such person, and the nett proceeds applied in or towards satisfaction of such indebtedness.

33. RISK AND EXCLUSION OF COMPANY'S LIABILITY AS A PUBLIC CARRIER OR COMMON CARRIER

33.1. All Services undertaken by the company on behalf of or at the request of the customer are effected at the sole risk of the customer.

33.2. The company deals with goods only on the basis that it is neither a common carrier nor a public carrier.

34. WAIVER AND INDEMNITY

34.1. The customer indemnifies the company against any claim or liability that be brought against the company or which the company may suffer in the course of or arising out the provision of any of the services or related to the goods, unless caused by the company's gross negligence or wilful misconduct or breach of these conditions, but subject to clauses 36, 37 and 38.

34.2. The customer waives any claim it may have against the company arising out the provision of any of the services or related to the goods, unless caused by the company's gross negligence or wilful misconduct or breach of these conditions, but subject to clauses 36, 37 and 38.

35. INDEMNITY BY THE CUSTOMER

Without prejudice to any of the company's rights and securities under these conditions, the customer indemnifies and holds harmless the company against all liabilities, damages, costs and expenses whatsoever incurred or suffered by the company arising directly or indirectly from or in connection with the customer's express or implied instructions or their implementation by or on behalf of or at the instance of the company in relation to any goods and in particular, but without limitation of the foregoing, in respect of any liability whatsoever which may be incurred –

35.1. to any haulier, carrier, warehouseman or other person whatsoever at any time involved with such goods arising out of any claim made directly or indirectly against any such person by the customer or by any consignor, consignee or owner of such goods or by any person having an interest in such goods or by any other person whatsoever; and/or

35.2. to any owner consignee of such goods who is not the customer of the company where the company performs the service of a deconsolidation agent, or any other service; and/or to any carrier of the goods if the company is the consignee of the goods; and/or in respect of any goods referred to in clause 14.

36. LIMITATION OF COMPANY'S LIABILITY

36.1. Subject to the provisions of clause 36.2 and clause 37, the company shall not be liable for any claim of whatsoever nature (whether in contract or in delict) and whether for damages or otherwise, howsoever arising including but without limiting the generality of the aforesaid:

36.1.1. any negligent act or omission or statement by the company or its servants, agents and nominee; and/or

36.1.2. any act or omission of the customer or agent of the customer with whom the company deals; and/or

36.1.3. any loss, damage or expense arising from or in any way connected with the marking, labelling, numbering, non-delivery or mis-delivery of any goods; and/or

36.1.4. any loss, damage or expense arising from or in any way connected with the weight, measurements, contents, quality, inherent vice, defect or description of any goods; and/or

36.1.5. any loss, damage or expense arising from or in any way connected with any circumstance, cause or event beyond the reasonable control of the company, including but without limiting the generality of the aforesaid, strike, lock-out, stoppage or restraint of labour; and/or

36.1.6. damages arising from loss of market or attributable to delay in forwarding or in transit or failure to carry out any instructions given to the company; and/or

36.1.7. loss or non-delivery of any separate package or an unpacked consignment or for damage or mis-delivery; and/or

36.1.8. damage or injury suffered by the customer or any person whatsoever arising out of any cause whatsoever as a result of the company's execution or attempted execution of its obligations to the customer and/or the customer's requirements or mandate; unless



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- a) such claims arise from a grossly negligent act or omission on the part of the company or its servants; and
- b) such claim arises at a time when the goods in question are in the actual custody of the company and under its actual control; and
- c) in the instance provided in clause 37.1, the company receives a written notice within 5 days after the end of the transit where the transit ends in the Republic of South Africa or within 14 days after the end of transit where the transit ends at any place outside the Republic of South Africa.

36.2. Notwithstanding anything to the contrary in these conditions, the company shall not be liable for any indirect, special or consequential loss or damages arising from any circumstance, including any act or commission or statement by the company, its agents, servants or nominees, whether negligent or otherwise.

37. MONETARY LIMITATION OF LIABILITY OF THE COMPANY

37.1. In those cases where the company is liable to the customer in terms of clause 36.1, in no such case whatsoever shall any liability of the company, howsoever arising, exceed whichever is the least of the following respective amounts:

- 37.1.1. the value of the goods evidenced by the relevant documentation or declared by the customer for customs purposes or for any purpose connected with their transportation;
- 37.1.2. the value of the goods declared for insurance purposes;
- 37.1.3. double the amount of the fees raised by the company for its services in connection with the goods, but excluding any amounts payable to sub-contractors, agents and third parties.
- 37.1.4. the value of the contingency cover in place, being R500,000 per conveyance unless the customer has specifically requested a higher value.

37.2. If it is desired that the liability of the company in those cases where it is liable to the customer in terms of clause 36.1 should not be governed by the limits referred to in clause 37.1 written notice thereof must be received by the company before any goods or documents are entrusted to or delivered to or into the control of the company (or its agent or subcontractor), together with a statement of the value of the goods. Upon receipt of such notice the company may in the exercise of its absolute discretion agree in writing to its liability being increased to a maximum amount equivalent to the amount stated in the notice, in which case it will be entitled to effect special insurance to cover its maximum liability and the party giving the notice shall be deemed, by so doing, to have agreed and undertaken to pay to the company the amount of the premium payable by the company for such insurance, if the customer does not agree the limits referred to in clause 36.1 shall apply.

38. GENERAL AVERAGE

The customer indemnifies and holds harmless the company in respect of any claims of a general average nature which may be made against the company and the customer shall provide such security as may be required by the company in this connection.

39. BREACH

If the company breaches any of these trading terms and conditions or any agreement between it and the company fails to remedy such breach within 30 days of receipt of written notice requiring it to do so, then the customer shall be entitled to compel performance by the company of the obligation it has defaulted in, but shall not be entitled to cancel these trading terms and conditions and any agreement between the customer and the company.

40. WARRANTIES AND REPRESENTATIONS BY THE COMPANY

The company makes no warranties and representations to the customer in relation to the Services save as may be specifically provided herein or as notified in writing by the company to the customer from time to time. The customer acknowledges that the company is not in any way bound by any oral statement, representation, guarantee, promise, undertaking, inducement or otherwise which may have been made at any time by any salesman, employee, representative, or any person acting or purporting to act for and on behalf of the company, whether negligently or otherwise, unless such statements, representations, guarantees, promises, undertakings, warranties or inducements are supplied or made in writing by Loadstar employee duly authorised by written resolution of the Board of Directors of the company in response to a written enquiry specifying accurately and in complete detail what information is required.

41. SECURITY

41.1. As continuing covering security for the proper and timeous performance of all the customer's obligations and liabilities owed to the company or which may arise in favour of the company:

- 41.1.1. the customer hereby pledges the goods in the company's possession to the company;
- 41.1.2. the person signing these conditions or the credit application on behalf of the customer, binds himself as surety and co-principal debtor for and on behalf of the customer;
- 41.1.3. the customer agrees to register a notarial bond in favour of the company over assets as specified in the credit application;



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41.2. In respect of the notarial bond:

41.2.1. the customer must effect the registration of any such cession on demand by the company;

41.2.2. if the customer fails to effect registration of any cession within a reasonable period after demand has been made by the company, then the company is irrevocably authorised, on behalf of the customer, to effect the cession and the customer must, on demand, deliver to the company the original bond document/s to enable the company to do so;

41.2.3. if the original bond document has been lost or it is not delivered to the company on demand, the company may apply for a certified copy thereof for the purpose of effecting the registration of such cession;

41.2.4. all expenses incurred in connection with the registration of such bond and any expenses incurred by the company in giving effect to the provisions hereof must be paid by the customer.

42. DISPUTE

42.1. Should there be any dispute of any nature whatsoever between the parties in regard to any aspect, matter or thing relating to these conditions and whether or not the company has executed its obligations in terms of any agreement it has with the customer, then and in such event the customer shall nevertheless be obliged to perform its obligations in terms of any such agreement as though the company had performed properly and to the customer's satisfaction.

42.2. The customer's remedy, having performed its obligations as provided in clause 42.1, shall be limited to an action against the company for repayment of either the whole or portion of the amount which the customer alleges, constitutes an overpayment.

42.3. Without affecting the generality of clause 42.1 and 42.2 the customer shall not be entitled to withhold payments of any amounts or set-off any indebtedness, by reason of any disputes with the company, whether in relation to the company's performance in terms of any agreement, or lack of performance or otherwise, after which payment the customer's rights of action against the company in terms of this clause can be enforced. Until such payment is made, any rights that the customer may have, shall be deemed not yet to have arisen, and it is only the payment to the company which releases such rights and makes them available to the customer in respect of any claim that he may have against the company.

42.4. In any dispute between the company and the customer the company shall be deemed to have performed its obligations in a proper and workmanlike manner and strictly in accordance with any agreement between it and the customer, until such time as the customer proves the contrary.

43. ATTORNEY AND CLIENT COSTS

The customer is liable for all legal costs on a scale as between attorney and client, including collection commission charges and tracing agent costs, from the date of hand over by the company to its attorneys for the recovery of any arrear amounts due by the customer.

44. VARIATION OF THESE TRADING TERMS AND CONDITIONS

No variation, alteration, waiver (whether in whole or in part) of these conditions shall be binding on the company unless embodied in a written document signed by a duly authorised director of the company. Any purported variation or alteration of these conditions otherwise than as set out above shall be of no force or effect, whether such purported variation or alteration is written or oral, or takes place before or after the receipt of these conditions by the customer.

45. NON WAIVER

No extension of time or waiver or relaxation of any of these conditions shall operate as an estoppel against any party in respect of its rights under these trading terms and conditions, nor shall it operate so as to preclude such party thereafter from exercising its rights strictly in accordance with these conditions.

46. GOVERNING LAW

These trading terms and conditions and all agreements entered into between the company and the customer pursuant thereto and on the terms thereof shall be governed by the construed in accordance with the laws of the Republic of South Africa.

47. SUBMISSION TO JURISDICTION

The Company shall be entitled, but not obliged, to institute any legal proceedings against the Customer in any Magistrate's Court having jurisdiction notwithstanding the fact that the claim or value of the matter in dispute might exceed the jurisdiction of such Magistrate's Court.

48. SEVERABILITY

If any provision of these conditions is unenforceable, then the company shall be entitled to elect (which election may be made at any time) that such provision shall be severed from the remaining provisions if these conditions which shall not be affected and shall remain of full force and effect.



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