

Crypal Pty Ltd Repair Policy

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This policy is to allow our customers to fully understand their exposure to the cost of repairs when containers/stillages are de-hired to Crypal.

Crypal recognises that in the normal day-to-day industrial usage of our products there will be a degree of stillage degradation, and it is not our intention to charge for what we deem to be fair wear and tear.

To better illustrate our policy we list the following guidelines.

- 1- Our Customers will not be charged for any container/stillage repainting, due to fair wear and tear. However, his policy does not cover damage to paintwork if that damage is caused by neglectful exposure to corrosive materials or environments. Examples might include salt, acid or other chemical damage.
- 2- Our Customers will not be charged for, what we call minor inadvertent damage such as minor bends or kinks in stillage legs or footplates, minor bent or distorted mesh or sheet panels. This does not extend to major structural bending of sides, bases or supports etc.
- 3- Forklift spear damage or any other damage resulting in major bending or penetration damage to metal parts or mesh is usually chargeable.

The general rule of thumb to determine if damage is chargeable asks the question “is the container/stillage serviceable to be re-hired, would another customer accept this container/stillage if it were re-hired to them”? This question naturally takes into account repairs under the fair wear and tear provisions above.

In the event of chargeable repairs being required, returned containers/stillages are normally assessed within two working days and an estimate of repair cost advised to the de-hirer for their acceptance prior to repairs being commenced. Should acceptance be withheld unreasonably, or we are unable for any reason to contact the customer, we photograph damage and proceed to the repair stage to ensure the containers/stillages are returned to our hire pool minimising any additional costs, which may be incurred. To this date we have not had any objection from any customers claiming unfair charging for repairs.

As we have indicated in this policy above, we see our container/stillage repair section as a service to our hire customers not a Crypal profit centre.

Please contact us if any section of this policy requires any additional clarification.

Ken Trembath

Director - Crypal Pty Ltd.