

Import Summary of Conditions and Requirements

(1) At End to End Customs (E2E), we believe in transparency and building great working relationships with importers (that's you!). To help achieve this, we've created this simplified overview to explain the obligations that each party must meet throughout the importing process.

Taking the time to read and understand these conditions will help the process run smoothly. Please contact E2E if you don't understand your responsibilities as an importer or have any questions.

In addition to this document, you will need to complete a Letter of Authority (LOA). An LOA is a standard industry requirement confirming you grant E2E authority to act on your behalf. **Once you return the signed LOA**, you understand, consent, and agree that:

- a) The job commences upon receipt of the LOA and this signed checklist.
- b) From job commencement, E2E is issuing chargeable services, and as a result, our agency fee will be due and payable, even if you later change your mind.
- c) The agency fee is non-refundable and is due to be paid in full by the due date.
- d) Any reduction or cancellation of agency fees is at the discretion of E2E and will be determined on a case-by-case basis.
- e) Any additional charges associated with the importation/clearance/delivery of your cargo, including but not limited to those listed below will be the responsibility of the undersigned customer.

Once you have read, understood, and completed this document in its entirety – please return the completed version along with your LOA by email to your E2E representative.

(2) What you need to know about agency fees

To **start the importing process**, you need to provide certain information about your goods and pay applicable charges. By engaging E2E to import your cargo, you understand, confirm, and agree:

- a) That you are acting on behalf of the undersigned party, and you have authority to do so.
- b) To provide complete and accurate information to E2E, including the price you paid for your goods.
- c) To pay E2E invoices before delivery or collection. E2E operates as a service provider and cannot cover any upfront costs for your shipment(s).
- d) You are responsible for paying your invoice and any subsequent invoices in full by the due date.
- e) To pay interest on any outstanding invoices at a rate of 20% compounded daily.
- f) To pay any necessary recovery costs, including but not limited to bailiff charges, debt collectors, and QCAT fees.

All interest charges and debt collection proceedings are avoidable and simply require on-time payment of your invoices in full.

(3) Important information to understand about GST and Duty

To import your goods to Australia, you will need to pay Government fees, in addition to any brokerage charges due to E2E. You understand, consent, and agree:

- a) Duty, Entry, Goods and Services Tax (GST), and Quarantine fees are Australian Government charges.
- b) E2E collects payment for these charges and pays these amounts to the Government on your behalf.
- c) If E2E has provided initial estimates for these charges, they are indicative only.
- d) Government charges are based on the actual purchase price after taking into account any applicable adjustments and reductions.
- e) Each unique item imported is assigned a numerical classification based on the Customs Tariff. To ensure your goods are correctly classified, E2E charges per line when you're importing different items that cannot be grouped.
- f) Government charges are separate from and in addition to E2E agency fees.

(4) What you need to know about Quarantine & Customs

For your goods to clear entry into Australia, they must satisfy government regulations and requirements.

You understand, consent, and agree:

- a) Quarantine is the Government body that determines if your goods pose any biosecurity risk to Australia.
- b) Customs is the Government body that handles the collection of duty/taxes and public safety related to border control.
- c) All imported goods are subject to Quarantine measures and discretion.
- d) If your goods or documentation are deemed unsatisfactory, your cargo may need to undergo additional review, inspection, and/or cleaning.
- e) Any additional measures directed by Quarantine are compulsory.
- f) You will be liable for any additional undertakings required to satisfy Customs or Quarantine.
- g) A previous shipment clearing without additional action or treatment does not suggest or guarantee your next shipment will.
- h) Customs may choose to place a border hold on imported cargo to X-ray or otherwise examine them. Brokers, including E2E, have no control over if, when, or how long this process may take.

(5) Port Charges

Air/Port charges are the fees and charges paid to local Australian companies to offload and handle imported cargo. For example, terminal access fees, container transportation, unpack of containers, and deconsolidation.

You understand, consent, and agree:

- a) For LCL, port charges are tied to the freight; if the freight is low/underpaid the port charges will be higher to cover the difference.
- b) Port charges can only be changed before/when placing a booking. Once the cargo arrives, it is too late to negotiate these fees.
- c) Unless you have engaged E2E to handle the freight, we have no control over the port charges.

- d) E2E will initially pay the port charges on your behalf and invoice you at the same rate, to consolidate your accounts, so you only need to pay our invoice.

(6) Freight and Transport

Freight and transport is the physical movement of your cargo from point A to point B. You understand, consent, and agree:

- a) If E2E has not been engaged for cartage, you are responsible for communicating and self-managing your transportation provider to deliver your cargo.
- b) Freight and transportation charges are based on the actual dimensions and weight of your cargo.
- c) Any variance between the size or weight you advised and the actual measurements on departure/arrival may affect the cost incurred.
- d) Significant differences in the size or weight may also limit or change the transport services available. For example, aircraft hulls have a limited height and width, or trucks can only carry up to their approved weight capacity.
- e) Upon arrival, cargo is only granted a limited amount of free time before storage commences, either FCL at the wharf or LCL/airfreight at their respective unpacking depots.
- f) Container hire free time FCL shipping lines only typically allow seven days from vessel arrival to have the container emptied and returned to the dehire location.
- g) The container must be returned clean, internally and externally.
- h) Once the container is completely emptied you must notify E2E or your transport provider. Note the transport provider may take up to two business days to collect once notified.
- i) LCL/airfreight cartage is based on a next-day delivery service with a 9 am to 5 pm window.

Acceptance of terms

- You agree that you have read and understood the above points. These factors present an overview of the letter of authority and trading conditions but do not remove or alter the original meaning of any terms and conditions.
- You confirm you have obtained clarification on any sections that you did not understand.
- You agree to transact under these conditions with full knowledge and acceptance of your obligations as an importer.

Dated: _____

Authorised Signature

Position with Customer

Full name of Authorised signature

Customer Name