

Delivery Terms

Located on our website: <https://nowchem.com.au/delivery-terms/>

Due to current fuel prices as of the 1st of April 2026 a flat delivery fee of \$10 per pallet will be applied, regardless of minimum order value or order size and on top of current fee structure as per below.

Palletised Freight

Nowchem will arrange orders to be freighted to our customers unless otherwise specified. The freight cost will be provided to the customer, and their account charged at the time of placing an order.

Nowchem partners the following external carriers for the delivery of single item, carton, and palletised freight:

- Nowra Transport and Distribution (NTD)
- Tattam Express
- Vellex Logistics
- Toll Logistics
- Mainfreight
- DFE

Pallet Delivery Costs: - External Carriers

\$120 per pallet space to Sydney (North of The Illawarra)

\$120 per pallet space to Southern Highlands

\$120 per pallet space to Batemans Bay

\$120 per pallet space to Canberra

\$150 per pallet space to Narooma

\$150 per pallet space to Bega/Eden

\$150 per pallet space to Northern Sydney/Northwest Sydney

\$170 per pallet space to Central Coast

\$190 per pallet space to Newcastle

*All other areas available on request

**Single item and carton freight deliveries via external carriers will be quoted at time of order.

Bulk Tanker / Liquid Freight

For Bulk Aluminium Sulphate Customers these orders shall be transported as per quoted costs and conducted by Hitchcock's Haulage and Unanderra Tanker Hire.

Bulk Delivery Costs: - External Carriers

Price on Application.

Estimated Delivery Dates

Estimated delivery dates will be advised at the time of order placement, or in an order confirmation. Delivery within local areas on Nowchem owned/operated transport will be carried out within 3-5 working days if the product is in stock, or pre-prepared at the time of order receipt.

Chemical pump-outs conducted by Nowchem staff will be completed as per date advised by the Customer Service Team, these may not fall on the normal delivery days due to scheduling and logistics involved in these orders.

Nowchem Local Transport:

Nowchem operates its own fleet of vehicles and provides a local delivery service for customers from the Northern Illawarra Suburbs to Bawley Point NSW. The minimum order value for this delivery service is \$200 otherwise a small order surcharge of \$20 applies, including where a Nowchem Sales Rep delivers on behalf of Nowchem.

Nowchem delivers North of Bomaderry Mondays and Thursdays and South of South Nowra on Tuesdays and Fridays. Local deliveries are usually conducted 3 times per week.

Customers located in the Southern Highlands) regions have a minimum order value of \$400 otherwise a \$35 delivery charge applies. Deliveries occur on Wednesdays only; Kangaroo Valley is included on this delivery day.

Schedule subject to change*

Nowchem endeavours to maintain a regular delivery schedule, however conditions are subject to change including long weekends/public holidays, road closures, vehicle breakdown and driver availability. Any variations to Nowchem Transport delivery schedules will be communicated to our customers at the time of order placement.

For a detailed map of our Nowchem service area please refer to the next page.

Nowchem's Commitment to safe Supply Chain.

Nowchem is committed to maintaining a safe supply chain. This includes following National Heavy Vehicle Regulations for our drivers and work with our third-party carriers to ensure their safety too. Nowchem also distributes products that are classified as Dangerous Goods under the Australian Dangerous Goods Code and some types of classes of dangerous good cannot travel together.

If this is the case you will be notified by our customer service team as additional freight charges may occur.

Under the Australian Dangerous Goods Code, we cannot leave dangerous goods unattended at a delivery point.

All goods must be signed for by yourself or a representative, please ensure someone is available to accept your delivery if it contains dangerous goods. A **valid phone** number for yourself or your onsite representative is required for delivery documentation.

| UN HAZARD CLASSES AND WARNING DIAMONDS | | | | | | |
|--|---|---|---|--|--|---|
| CLASS 1  Explosive substances and articles | | | CLASS 2 – GASES  Flammable gas Non-flammable gas Toxic gas | | | |
| CLASS 3  Flammable liquid | CLASS 4.1  Flammable solid | CLASS 4.2  Liable to spontaneous combustion | CLASS 4.3  Flammable on contact with water | CLASS 5.1  Oxidising agent | CLASS 5.2  Organic peroxide | |
| CLASS 6.1  Toxic | CLASS 6.2  Infectious substance | CLASS 7  Radioactive material | | | CLASS 8  Corrosive | CLASS 9  Miscellaneous |

