



National Delivery and Service Charges

Effective: March 1 2025

Where rates are shown exclusive of GST, applicable GST must also be paid

DESCRIPTION	UNIT OF MEASURE	ZONE A (excluding GST)	ZONE A (including GST)	ZONE B (excluding GST)	ZONE B (including GST)
Minimum	order	\$153.00	\$168.30	\$204.00	\$224.40
Manual Unload	\$ / m2	\$0.86	\$0.95	\$1.02	\$1.12
Mixed Unload	\$ / m2	\$1.17	\$1.29	\$1.32	\$1.45
Mechanical Unload	\$ / tonne	\$45.00	\$49.50	\$55.00	\$60.50
Certified Crane Pallet	each	\$900.00	\$990.00	\$900.00	\$990.00
Surcharges	each	Refer to Terms and Conditions			

TERMS AND CONDITIONS

ZONE A	Deliveries within 50km of the Fulfilment Centre dispatch location
ZONE B	Deliveries between 50km and 100km of the Fulfilment Centre dispatch location. Deliveries >100km to be priced on application.
Manual Unload	Manual unload at receiving site with up to 25 metre walk on flat ground.
Mixed Unload	Crane truck or manitou unload requiring manual intervention to place product.
Mechanical Unload	Unloading done by a forklift, crane or truck hiab on site with no manual intervention.
Certified Crane Pallet	Refundable on return of certified crane pallet in good working order.
Surcharges	Applied in the following cases: Futile Deliveries incur a \$375+GST (\$412.50 including GST) surcharge when products cannot be delivered due to circumstances outside Knauf control. Orders will be held for a maximum of 3 days and then returned to stock with a 15% restocking fee. Returned Deliveries incur a 15% restocking fee when products in saleable condition are returned to Knauf via the customer's own transport. Cancelled Deliveries incur a 15% restocking fee when less than 24 hours is provided from nominated pick up or delivery time. Difficult Deliveries incur a \$125+GST (\$137.50 including GST) surcharge per - 10 metre walk after the initial 25 metre walk for a manual unload; - 5 stairs on site; - 1 hour waiting time on site; - person supplied for pass ups; and - pallet hand unload. After Hours Deliveries incur a \$250+GST (\$275 including GST) surcharge applicable to deliveries that take place outside of 6am to 3pm on local business days.
Made to Order Products	Will require completion of a Special Order form and requires approval by Knauf. Orders will be stored for a maximum of 28 days following which the customer will be invoiced for the products and their disposal.