



Platform Terms, Policies and Privacy Policy

Consolidated Terms of Use

Clique Enterprises Pty Ltd

ACN 656 452 041

trading as iDlvr AU

Effective Date: 1 July 2026

Contents

This document consolidates the complete suite of legal terms, agreements and policies governing access to and use of the iDlvr platform operated by Clique Enterprises Pty Ltd (ACN 656 452 041) trading as iDlvr AU. It comprises the following twelve Parts:

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Document hierarchy

Where an inconsistency arises between Parts, the document hierarchy set out in the Master Platform Terms applies: the Master Platform Terms prevail, followed by the applicable Agreement, followed by the applicable Policy. Each Agreement and Policy forms part of, and is to be read together with, the Master Platform Terms. Nothing in this document excludes, restricts or modifies any right or remedy that cannot lawfully be excluded under the Australian Consumer Law.

Part 1 — Master Platform Terms

Effective Date: 1 July 2026

These Master Platform Terms govern access to and use of all products, services, websites, applications, marketplaces, integrations, portals, communication channels and related services operated by Clique Enterprises Pty Ltd trading as iDlvr AU ("iDlvr").

1. Application

1.1 These Terms apply to all Customers, Suppliers, Drivers, Contractors, Users and other persons accessing or using any iDlvr Service.

1.2 These Terms apply in conjunction with any applicable:

- Supplier Delivery Terms;
- Supplier Marketplace Terms;
- Customer Delivery Terms;
- Marketplace Customer Terms;
- Social & Assisted Ordering Terms;
- Driver Contractor Agreement;
- Delivery Policy;
- Cancellation Policy;
- Refund Policy; and
- Claims Policy.

1.3 By creating an account, booking a service, purchasing products, supplying products, accepting work, using the Platform or otherwise interacting with iDlvr, you agree to be bound by these Terms.

2. Definitions

Authority To Leave (ATL) means permission for Goods to be delivered without a recipient being present.

Customer means any individual, company, partnership, trust or other entity purchasing, booking, requesting or receiving Services through iDlvr.

Delivery Completion means the point at which Goods have been delivered and Proof Of Delivery has been recorded.

Driver means any employee, contractor, subcontractor or representative performing Services on behalf of iDlvr.

Driver Assistance means optional assistance provided in connection with loading or unloading activities and does not constitute labour hire, installation services, trade services or material handling services.

Goods means any materials, products, equipment, items or property transported, delivered or supplied through iDlvr.

Marketplace means the digital marketplace operated by iDlvr.

Marketplace Credit means any credit, account balance, iDlvr Cash, store credit or similar credit issued by iDlvr.

Order means any booking, purchase, request, RFQ, quote acceptance or transaction submitted through iDlvr.

Platform means all websites, applications, APIs, portals, integrations, communication systems and technology operated by iDlvr.

Proof Of Delivery (POD) means photographs, GPS records, timestamps, delivery notes, signatures, platform records or other evidence demonstrating delivery completion.

Services means delivery, transport, logistics, marketplace, fulfilment, software, technology or related services supplied by or through iDlvr.

Supplier means any merchant, retailer, wholesaler, manufacturer or other entity supplying Goods through iDlvr.

Unloading Assistance means assistance provided to support unloading activities only and does not include labour hire, installation, trade work or distribution of materials throughout a site.

Waiting Time means any period during which a Driver, vehicle or equipment is delayed due to circumstances outside the Driver's control.

3. Document Hierarchy

3.1 The following document hierarchy applies:

1. Master Platform Terms
2. Applicable Agreement
3. Applicable Policy

3.2 Where an inconsistency exists between documents, the higher ranking document prevails unless expressly stated otherwise.

3.3 Where multiple agreements apply to a transaction, iDlvr may determine which agreement governs the transaction.

4. Platform Services

4.1 iDlvr may provide:

- Delivery Services;
- Marketplace Services;
- Fulfilment Services;
- Supplier Integrations;
- Customer Integrations;
- Payment Processing;
- Technology Services;
- Software Services;
- API Services;
- Communication Services;
- Support Services; and
- Other services determined by iDlvr from time to time.

4.2 iDlvr may add, remove, suspend, modify or discontinue any service, feature, integration or functionality at any time.

4.3 iDlvr does not guarantee continuous availability of the Platform.

5. User Accounts

5.1 Users may be required to create an account.

5.2 Users are responsible for:

- Maintaining accurate information;
- Protecting account credentials;
- Restricting unauthorised access;
- Updating contact information; and
- All activity conducted under their account.

5.3 iDlvr may suspend, restrict or terminate accounts where:

- Fraud is suspected;
- Incorrect information is provided;
- Payments fail;
- Terms are breached;
- Operational risks arise; or
- iDlvr reasonably considers suspension necessary.

6. Communications

6.1 Users consent to receiving communications by:

- Email;
- SMS;
- WhatsApp;
- Telephone;
- Push Notification;
- Platform Notification;
- Social Media Messaging; and
- Other approved communication channels.

6.2 Communications may include:

- Booking Confirmations;
- Delivery Updates;
- Payment Notifications;
- Service Announcements;
- Operational Notices;
- Marketing Communications; and
- Legal Notices.

6.3 Electronic communications satisfy any requirement for written notice.

7. Operational Decision Making

7.1 Customers, Suppliers and Drivers acknowledge that logistics services require real-time operational decisions.

7.2 Drivers, Suppliers and iDlvr personnel may make operational decisions having regard to:

- Safety;
- Site Conditions;

- Customer Availability;
- Vehicle Limitations;
- Product Characteristics;
- Operational Efficiency;
- Information Available At The Time; and
- Commercial Practicality.

7.3 Where such decisions are made reasonably, safely and in good faith, iDlvr shall not be liable merely because an alternative course of action may have been available.

8. Written Instructions

8.1 iDlvr is entitled to rely upon instructions provided in writing.

8.2 Written instructions may be provided through:

- The Platform;
- Email;
- SMS;
- WhatsApp;
- Live Chat;
- Social Media Messaging;
- Customer Support Channels; or
- Any other approved communication channel.

8.3 Where written instructions conflict with verbal instructions, the written instructions shall prevail.

8.4 iDlvr is not required to:

- Request additional information;
- Seek clarification;
- Verify instructions;
- Ask questions;
- Identify omissions; or
- Investigate assumptions made by a User.

8.5 Any request for additional information by iDlvr is provided as a courtesy only and does not create an obligation to do so in future transactions.

8.6 Where no written instructions exist, iDlvr, its Drivers and Suppliers may exercise reasonable discretion to complete the Services.

9. Platform Records

9.1 iDlvr may maintain records relating to:

- Orders;
- Deliveries;
- Marketplace Transactions;
- Communications;
- Payments;
- GPS Activity;
- Platform Activity;

- Call Recordings;
- POD Records;
- Supplier Records;
- Driver Records; and
- Internal Notes.

9.2 Platform records may be relied upon as evidence in:

- Claims;
- Disputes;
- Chargebacks;
- Investigations;
- Legal Proceedings; and
- Insurance Claims.

9.3 Platform records maintained by iDlvr shall be prima facie evidence of the matters recorded within them unless proven otherwise.

10. Payments

10.1 Users authorise iDlvr to process payments using approved payment methods.

10.2 iDlvr may process:

- Card Payments;
- Direct Debit Payments;
- Account Payments;
- Marketplace Payments;
- Credit Payments;
- Subscription Payments; and
- Other approved payment methods.

10.3 Users are responsible for ensuring valid payment methods remain available.

10.4 Failed payments may result in:

- Service Suspension;
- Account Suspension;
- Debt Recovery;
- Collection Activity; or
- Additional Charges.

10.5 iDlvr may recover all reasonable costs incurred recovering unpaid amounts.

11. Marketplace Credits & IDLVR Cash

11.1 iDlvr may issue:

- Marketplace Credit;
- Account Credit;
- Supplier Credit;
- Store Credit;
- Promotional Credit;
- iDlvr Cash; or
- Other credit mechanisms.

- 11.2** Credits may be issued in lieu of refunds where permitted by law.
- 11.3** Credits may be applied against future purchases made through iDlvr.
- 11.4** Credits are not redeemable for cash unless required by law.
- 11.5** iDlvr may reverse incorrectly issued credits.
- 11.6** iDlvr may offset credits against outstanding amounts owed by a User.

12. Privacy & Data

- 12.1** Users consent to iDlvr collecting, storing, using and disclosing information reasonably required to provide Services.
- 12.2** Information may be shared with:
- Suppliers;
 - Drivers;
 - Payment Providers;
 - Technology Providers;
 - Insurers;
 - Professional Advisers;
 - Regulatory Authorities; and
 - Other parties reasonably required to provide Services.
- 12.3** Calls, messages and communications may be monitored or recorded for:
- Training;
 - Compliance;
 - Quality Assurance;
 - Operational Purposes; and
 - Dispute Resolution.
- 12.4** Users consent to such recording where permitted by law.

13. Force Majeure

- 13.1** iDlvr shall not be liable for delay, interruption or failure arising from events beyond its reasonable control.
- 13.2** Such events include:
- Weather Events;
 - Floods;
 - Fires;
 - Natural Disasters;
 - Road Closures;
 - Accidents;
 - Telecommunications Failures;
 - Internet Outages;
 - Supplier Failures;
 - Industrial Action;
 - Government Action;
 - Cyber Incidents;

- War;
- Civil Unrest; and
- Other events outside reasonable control.

13.3 Service obligations may be suspended for the duration of a Force Majeure Event.

14. Insurance

14.1 iDlvr may maintain insurance policies from time to time.

14.2 Any insurance maintained by iDlvr remains subject to:

- Policy Terms;
- Policy Conditions;
- Policy Limits;
- Policy Exclusions;
- Policy Excesses; and
- Insurer Acceptance.

14.3 iDlvr does not warrant that any insurance claim will be accepted by an insurer.

14.4 Users must cooperate with any insurance investigation.

15. Limitation of Liability

15.1 To the maximum extent permitted by law, iDlvr excludes liability for:

- Loss Of Profit;
- Loss Of Revenue;
- Loss Of Opportunity;
- Loss Of Business;
- Site Downtime;
- Labour Costs;
- Project Delays;
- Consequential Loss;
- Indirect Loss; and
- Special Damage.

15.2 To the maximum extent permitted by law, iDlvr's total liability arising from any claim shall not exceed the amount paid for the specific transaction giving rise to the claim.

15.3 iDlvr shall not be liable for losses arising from:

- Incorrect Information Provided By Users;
- Supplier Actions;
- Customer Actions;
- Driver Actions Outside Scope;
- Force Majeure Events;
- Third Party Systems;
- Telecommunications Failures; or
- Circumstances Beyond Reasonable Control.

15.4 Nothing in these Terms excludes any right that cannot lawfully be excluded under the Australian Consumer Law.

16. Amendments

16.1 iDlvr may amend these Terms from time to time.

16.2 Amendments become effective upon publication on the Platform or notification to Users.

16.3 Continued use of the Platform constitutes acceptance of amended Terms.

17. Severability

17.1 If any provision of these Terms is found to be invalid, illegal or unenforceable, the remaining provisions remain in full force and effect.

18. Waiver

18.1 Failure by iDlvr to enforce any provision does not constitute a waiver of that provision.

19. Survival

19.1 The following provisions survive termination:

- Payment Obligations;
- Confidentiality Obligations;
- Claims;
- Liability Limitations;
- Dispute Rights;
- Recovery Rights; and
- Any provision intended by its nature to survive.

20. Governing Law

20.1 These Terms are governed by the laws of New South Wales, Australia.

20.2 The parties submit to the exclusive jurisdiction of the courts of New South Wales.

21. Entire Agreement

21.1 These Terms, together with any applicable Agreements and Policies, constitute the entire agreement between the parties relating to the Platform and Services.

Part 2 — Supplier Delivery Terms

Effective Date: 1 July 2026

These Supplier Delivery Terms govern all delivery, transport, logistics and fulfilment services provided by iDlvr to Suppliers.

1. Application

- 1.1 These Terms apply to all Suppliers booking, requesting or receiving delivery services through iDlvr.
- 1.2 These Terms form part of the Master Platform Terms.
- 1.3 By booking a delivery, requesting a quote, creating an account or otherwise using iDlvr, the Supplier agrees to be bound by these Terms.

2. Supplier Obligations

- 2.1 Suppliers must provide accurate information relating to:
 - Product Type;
 - Product Dimensions;
 - Product Weight;
 - Product Quantity;
 - Collection Requirements;
 - Delivery Requirements;
 - Loading Requirements;
 - Site Requirements; and
 - Any other information relevant to the Services.
- 2.2 Suppliers must ensure Goods are:
 - Properly Packaged;
 - Correctly Labelled;
 - Ready For Collection;
 - Safe To Transport; and
 - Compliant With Applicable Laws.
- 2.3 Suppliers remain responsible for the accuracy of all information provided.

3. Delivery Bookings

- 3.1 Delivery bookings may be submitted through:
 - Supplier Portal;
 - Marketplace Integrations;
 - API Integrations;
 - Phone;
 - Email;
 - WhatsApp;
 - Customer Support; and
 - Other approved channels.
- 3.2 All bookings are subject to acceptance by iDlvr.

3.3 iDlvr may reject or cancel bookings where:

- Information Is Incomplete;
- Information Is Incorrect;
- Vehicle Capacity Is Unavailable;
- Safety Concerns Exist; or
- Operational Constraints Apply.

4. Vehicle Selection

4.1 Vehicle recommendations are based solely upon information provided by the Supplier.

4.2 The Supplier remains responsible for ensuring booking information is accurate.

4.3 Where information supplied is inaccurate:

- Additional Charges May Apply;
- Vehicle Upgrades May Be Required;
- Delays May Occur;
- Rebooking May Be Required; and
- No Refund Will Be Payable.

5. Collection Requirements

5.1 Goods must be available and ready for collection at the nominated collection time.

5.2 Drivers are not required to wait beyond reasonable operational requirements.

5.3 Waiting Time charges may apply where Goods are not ready.

5.4 Suppliers are responsible for ensuring collection staff are available.

6. Loading

6.1 Unless otherwise agreed, loading remains the responsibility of the Supplier.

6.2 Drivers may assist with loading at their discretion.

6.3 Any loading assistance provided by a Driver:

- Is Voluntary;
- Does Not Transfer Loading Responsibility; and
- May Be Withdrawn At Any Time.

6.4 Drivers may refuse loading activities they reasonably consider:

- Unsafe;
- Excessive;
- Improperly Planned; or
- Outside The Scope Of Services.

7. Delivery Timeframes

7.1 All delivery timeframes are estimates only.

7.2 Delivery performance may be affected by:

- Traffic;
- Weather;

- Accidents;
- Vehicle Breakdowns;
- Site Conditions;
- Customer Delays;
- Supplier Delays;
- Road Closures; and
- Force Majeure Events.

7.3 iDlvr does not guarantee delivery within any specific timeframe unless expressly agreed in writing.

8. Proof of Delivery

8.1 Delivery is deemed complete when Proof Of Delivery has been recorded.

8.2 POD may include:

- Photographs;
- GPS Records;
- Time Stamps;
- Delivery Notes;
- Signatures;
- Platform Records; and
- Electronic Confirmations.

8.3 A customer signature is not required unless expressly agreed prior to delivery.

8.4 POD records maintained by iDlvr may be relied upon as evidence of delivery completion.

9. Authority to Leave

9.1 Goods may be delivered unattended where:

- Written Instructions Permit It;
- Authority To Leave Exists; or
- Driver Discretion Permits It.

9.2 Risk transfers upon Delivery Completion.

9.3 Following Delivery Completion, iDlvr is not liable for:

- Theft;
- Weather Damage;
- Vandalism;
- Unauthorised Access; or
- Third Party Interference.

10. Waiting Time

10.1 Waiting Time charges may apply where delays occur during:

- Collection;
- Loading;
- Delivery;
- Unloading;
- Site Access; or

- Customer Attendance.

10.2 Waiting Time may be evidenced through:

- GPS Records;
- Driver Records;
- Time Stamps;
- Photographs; and
- Platform Records.

10.3 The Supplier authorises iDlvr to invoice Waiting Time charges.

11. Failed Deliveries

11.1 Where delivery cannot be completed, iDlvr may:

- Reattempt Delivery;
- Return Goods;
- Arrange Storage;
- Reschedule Delivery; or
- Take Another Reasonable Action.

11.2 Additional charges may apply.

11.3 Return To Sender fees, storage fees and re-delivery fees remain payable by the responsible party.

12. Claims

12.1 All claims must be submitted in writing.

12.2 Claims must be submitted within forty-eight (48) hours of Delivery Completion.

12.3 Claims must include:

- Booking Number;
- Description Of Claim;
- Supporting Photographs;
- Supporting Documents; and
- Other Relevant Evidence.

12.4 Claims remain subject to the Claims Policy.

13. Liability

13.1 To the maximum extent permitted by law, iDlvr excludes liability for:

- Loss Of Profit;
- Loss Of Revenue;
- Loss Of Opportunity;
- Project Delays;
- Labour Costs;
- Site Downtime;
- Consequential Loss; and
- Indirect Loss.

13.2 iDlvr's total liability shall not exceed the amount paid for the relevant delivery service.

13.3 Nothing in these Terms excludes rights that cannot lawfully be excluded under Australian law.

14. Payment Terms

14.1 Suppliers must pay all invoices by the due date.

14.2 iDlvr may:

- Suspend Accounts;
- Suspend Services;
- Recover Debts;
- Offset Amounts Owing; and
- Charge Interest Where Permitted By Law.

14.3 All fees are exclusive of GST unless otherwise stated.

15. General Provisions

15.1 These Terms form part of the Master Platform Terms.

15.2 The Delivery Policy, Claims Policy, Refund Policy and Cancellation Policy apply where relevant.

15.3 These Terms are governed by the laws of New South Wales, Australia.

15.4 These Terms constitute the entire agreement relating to Supplier Delivery Services.

Part 3 — Supplier Marketplace Terms

Effective Date: 1 July 2026

These Supplier Marketplace Terms govern participation by Suppliers in the iDlvr Marketplace.

1. Application

- 1.1 These Terms apply to all Suppliers listing, selling, supplying or offering Products through the Marketplace.
- 1.2 These Terms form part of the Master Platform Terms.
- 1.3 By creating a Supplier account, uploading Products, accepting Orders or otherwise participating in the Marketplace, the Supplier agrees to be bound by these Terms.

2. Marketplace Participation

- 2.1 iDlvr operates a digital marketplace connecting Customers and Suppliers.
- 2.2 Suppliers remain independent businesses.
- 2.3 Nothing in these Terms creates:
 - Employment;
 - Partnership;
 - Joint Venture;
 - Agency; or
 - Franchise Arrangements.
- 2.4 Suppliers remain solely responsible for:
 - Products;
 - Product Quality;
 - Product Compliance;
 - Product Warranties;
 - Product Availability; and
 - Product Information.

3. Supplier Accounts

- 3.1 Suppliers must maintain accurate account information.
- 3.2 Suppliers must maintain current:
 - Contact Details;
 - Business Information;
 - ABN Information;
 - Banking Information;
 - Trading Information; and
 - Tax Information.
- 3.3 Suppliers are responsible for all activity occurring through their account.

4. Product Listings

- 4.1 Suppliers may upload Products to the Marketplace.

4.2 Suppliers warrant that Product listings are:

- Accurate;
- Complete;
- Current;
- Lawful; and
- Not Misleading.

4.3 Product information may include:

- Product Names;
- Product Descriptions;
- Dimensions;
- Weights;
- Images;
- Specifications;
- Categories;
- Availability; and
- Pricing.

4.4 Suppliers grant iDlvr the right to display, reproduce, modify, categorise, enrich and publish Product information for Marketplace purposes.**5. Product Data & Enrichment****5.1** iDlvr may modify, enrich, standardise or enhance Product information.**5.2** Product enrichment may include:

- Product Dimensions;
- Product Weights;
- Product Categories;
- Product Tags;
- Product Images;
- Product Descriptions;
- Product Specifications; and
- Marketplace Content.

5.3 Product enrichment does not transfer responsibility for Product accuracy from the Supplier.**6. Product Pricing****6.1** Suppliers are responsible for Product pricing.**6.2** Suppliers must ensure pricing remains accurate.**6.3** Suppliers may update pricing through approved Marketplace channels.**6.4** Pricing errors may result in:

- Order Cancellation;
- Price Correction;
- Refunds;
- Credits; or

- Other reasonable resolutions.

7. Product Availability

- 7.1** Suppliers must maintain accurate stock availability.
- 7.2** Suppliers must promptly update stock levels.
- 7.3** Suppliers must not knowingly accept Orders they cannot fulfil.
- 7.4** Where Products become unavailable, Suppliers must notify iDlvr immediately.

8. Marketplace Orders

- 8.1** Orders submitted through the Marketplace are transmitted to the Supplier for fulfilment.
- 8.2** Suppliers must:
 - Review Orders Promptly;
 - Fulfil Orders Promptly;
 - Update Order Statuses;
 - Communicate Delays; and
 - Maintain Operational Standards.
- 8.3** Suppliers may not cancel Orders without reasonable justification.

9. Order Preparation

- 9.1** Suppliers must:
 - Pick Products Accurately;
 - Pack Products Safely;
 - Verify Quantities;
 - Verify Product Types; and
 - Prepare Orders For Collection.
- 9.2** Products must be ready for collection within the timeframe nominated by the Supplier.

10. Marketplace Deliveries

- 10.1** Marketplace deliveries may be completed by:
 - iDlvr Drivers;
 - Independent Contractors;
 - Third Party Carriers; or
 - Other Approved Providers.
- 10.2** Delivery timeframes commence when Products are:
 - Picked;
 - Packed;
 - Complete; and
 - Ready For Collection.
- 10.3** Suppliers remain responsible for delays occurring prior to collection.

11. Invoicing

- 11.1** The Supplier acknowledges that for all Marketplace Orders, the customer purchasing the Products is iDlvr.

11.2 The Supplier must invoice iDlvr for all Marketplace Orders.

11.3 All invoices must include:

- Marketplace Order ID;
- Supplier Reference Number;
- Product Details;
- Quantities;
- Pricing;
- GST Information; and
- Any other information reasonably requested by iDlvr.

11.4 Suppliers must not invoice the end customer for Marketplace Orders unless expressly authorised by iDlvr in writing.

12. Marketplace Fees

12.1 Suppliers agree to pay applicable Marketplace Fees.

12.2 Marketplace Fees may include:

- Transaction Fees;
- Marketplace Fees;
- Advertising Fees;
- Fulfilment Fees;
- Delivery Fees;
- Integration Fees; and
- Other Fees Published By iDlvr.

12.3 iDlvr may deduct Marketplace Fees from Supplier settlements.

13. Payments & Settlements

13.1 iDlvr will settle Supplier accounts in accordance with agreed payment terms.

13.2 iDlvr may offset:

- Credits;
- Refunds;
- Chargebacks;
- Marketplace Fees;
- Delivery Fees;
- Outstanding Amounts; and
- Other Amounts Owing.

13.3 Settlement statements generated by iDlvr may be relied upon as the official Marketplace record.

14. Returns

14.1 Suppliers must maintain a returns process.

14.2 Return requests may be facilitated by iDlvr.

14.3 Suppliers must cooperate in relation to:

- Returns;

- Replacements;
- Warranty Claims;
- Product Investigations; and
- Customer Disputes.

15. Product Warranties

15.1 Suppliers remain solely responsible for:

- Product Warranties;
- Manufacturer Warranties;
- Product Defects;
- Product Compliance; and
- Product Recalls.

15.2 Suppliers must promptly address legitimate warranty claims.

16. Product Liability

16.1 Suppliers remain responsible for all Products supplied through the Marketplace.

16.2 Suppliers indemnify iDlvr against claims arising from:

- Product Defects;
- Product Failures;
- Product Recalls;
- Product Non-Compliance;
- Product Misrepresentation; and
- Breaches Of Law.

17. Performance Standards

17.1 Suppliers must maintain standards relating to:

- Fulfilment;
- Order Accuracy;
- Product Quality;
- Customer Service;
- Marketplace Participation; and
- Operational Performance.

17.2 iDlvr may monitor Supplier performance.

18. Suspension

18.1 iDlvr may suspend Supplier accounts where:

- Performance Standards Are Not Met;
- Fraud Is Suspected;
- Marketplace Abuse Occurs;
- Significant Complaints Arise;
- Product Compliance Issues Exist; or
- These Terms Are Breached.

19. Termination

19.1 Either party may terminate Marketplace participation upon reasonable notice.

19.2 iDlvr may immediately terminate participation where:

- Fraud Exists;
- Serious Misconduct Occurs;
- Product Safety Risks Exist;
- Significant Breaches Occur; or
- Continued Participation Creates Risk To The Marketplace.

20. Liability

20.1 To the maximum extent permitted by law, iDlvr excludes liability for:

- Loss Of Profit;
- Loss Of Revenue;
- Loss Of Opportunity;
- Consequential Loss;
- Indirect Loss; and
- Business Interruption.

20.2 iDlvr's total liability shall not exceed the Marketplace Fees received in connection with the relevant transaction.

21. General Provisions

21.1 These Terms form part of the Master Platform Terms.

21.2 The Claims Policy, Refund Policy, Cancellation Policy and Delivery Policy apply where relevant.

21.3 These Terms are governed by the laws of New South Wales, Australia.

21.4 These Terms constitute the entire agreement relating to Supplier participation in the Marketplace.

Part 4 — Customer Delivery Terms

Effective Date: 1 July 2026

These Customer Delivery Terms govern all delivery, transport and logistics services provided by or through iDlvr.

1. Application

- 1.1 These Terms apply to all Customers who book, request or receive delivery services through iDlvr.
- 1.2 These Terms form part of the Master Platform Terms.
- 1.3 By placing a booking, requesting a quote, making payment or otherwise using iDlvr, the Customer agrees to be bound by these Terms.

2. Customer Responsibilities

- 2.1 The Customer is responsible for ensuring all information provided is accurate, complete and current.
- 2.2 The Customer must provide:
 - Collection Information;
 - Delivery Information;
 - Product Information;
 - Dimensions;
 - Weights;
 - Quantities;
 - Site Access Information;
 - Delivery Instructions; and
 - Any other information relevant to the Services.
- 2.3 The Customer remains responsible for information provided by:
 - Employees;
 - Contractors;
 - Suppliers;
 - Agents;
 - Site Personnel; and
 - Authorised Representatives.

3. Vehicle Selection & Booking Information

- 3.1 The Customer is responsible for selecting an appropriate vehicle and service.
- 3.2 Vehicle recommendations are based solely upon information provided by the Customer.
- 3.3 Where booking information is inaccurate:
 - Additional Charges May Apply;
 - Vehicle Upgrades May Be Required;
 - Rebooking May Be Required;
 - Delays May Occur; and

- No Refund Will Be Payable.

3.4 The Customer authorises iDlvr to charge additional costs arising from inaccurate information.

4. Delivery Timeframes

4.1 All collection times, delivery times and service windows are estimates only.

4.2 Delivery performance may be affected by:

- Traffic;
- Weather;
- Road Closures;
- Accidents;
- Supplier Delays;
- Customer Delays;
- Site Conditions;
- Vehicle Availability; and
- Force Majeure Events.

4.3 iDlvr does not guarantee delivery within any specific timeframe unless expressly agreed in writing.

4.4 Delays do not automatically entitle the Customer to a refund.

5. Site Access & Delivery Conditions

5.1 The Customer is responsible for ensuring collection and delivery locations are reasonably accessible.

5.2 The Customer must disclose:

- Narrow Access;
- Height Restrictions;
- Weight Restrictions;
- Unsealed Roads;
- Steep Driveways;
- Lift Requirements;
- Site Inductions;
- Traffic Control Requirements;
- Crane Requirements; and
- Other Access Restrictions.

5.3 Failure to disclose site conditions may result in:

- Additional Charges;
- Waiting Time Charges;
- Rebooking;
- Return To Sender; and
- No Refund.

5.4 The Customer must ensure delivery locations are safe.

6. Unloading & Placement of Goods

6.1 Standard delivery services include transport and unloading only.

6.2 Where unloading assistance has not been purchased, Drivers are responsible only for unloading Goods to the nearest safe, practical and accessible location.

6.3 Drivers are not required to:

- Move Goods Throughout A Site;
- Move Goods Between Levels;
- Carry Goods Excessive Distances;
- Install Products;
- Perform Trade Work;
- Perform Labouring Work;
- Remove Packaging; or
- Perform Site Clean Up.

6.4 Where unloading assistance has been purchased, such assistance is limited to assisting with unloading only.

6.5 Unloading assistance does not constitute labour hire.

6.6 The Driver determines the final unloading location having regard to:

- Safety;
- Site Conditions;
- Access;
- Product Characteristics;
- Ground Conditions; and
- Operational Requirements.

6.7 If unloading cannot be safely completed, Goods may be returned at the Customer's cost.

7. Driver Authority & Safety

7.1 Safety takes priority over:

- Delivery Instructions;
- Delivery Timeframes;
- Customer Requests; and
- Operational Convenience.

7.2 Drivers may make operational decisions based on:

- Safety;
- Site Conditions;
- Vehicle Limitations;
- Information Available At The Time; and
- Operational Requirements.

7.3 Drivers may refuse:

- Unsafe Work;
- Unsafe Unloading;
- Unsafe Access;
- Excessive Manual Handling;

- Illegal Requests; and
- Undisclosed Work.

7.4 Reasonable decisions made in good faith will be supported by iDlvr.

8. Delivery Instructions

8.1 The Customer is responsible for providing delivery instructions.

8.2 Delivery instructions must be provided in writing through approved communication channels.

8.3 Where verbal instructions differ from written instructions, written instructions prevail.

8.4 iDlvr and its Drivers are not required to:

- Request Instructions;
- Verify Instructions;
- Seek Clarification;
- Ask Questions; or
- Identify Missing Information.

8.5 Any request for additional information is provided as a courtesy only.

8.6 Where no written instructions have been provided, the Driver may exercise reasonable discretion regarding:

- Delivery Location;
- Placement Of Goods;
- Access Method;
- Authority To Leave; and
- Delivery Completion.

8.7 In any dispute, iDlvr may rely solely upon written records maintained by iDlvr.

9. Delivery Completion, POD & Risk Transfer

9.1 Delivery is complete when:

- Goods Have Been Delivered; and
- POD Has Been Recorded.

9.2 POD may include:

- Photographs;
- GPS Records;
- Time Stamps;
- Delivery Notes;
- Signatures;
- Platform Records; and
- Electronic Confirmations.

9.3 A signature is not required unless expressly agreed beforehand.

9.4 Risk transfers immediately upon Delivery Completion.

9.5 Following Delivery Completion, iDlvr is not responsible for:

- Theft;
- Weather Damage;

- Vandalism;
- Unauthorised Access; or
- Third Party Interference.

10. Authority to Leave

10.1 Goods may be delivered unattended where:

- Authority To Leave Exists;
- Written Instructions Permit It; or
- Driver Discretion Permits It.

10.2 An unattended delivery is deemed completed when POD is recorded.

10.3 Risk transfers immediately upon Delivery Completion.

10.4 The Driver may determine the safest practical location for unattended delivery.

11. Waiting Time

11.1 Waiting Time charges may apply where delays occur during:

- Collection;
- Loading;
- Delivery;
- Unloading;
- Site Access; or
- Customer Attendance.

11.2 Waiting Time may be evidenced by:

- GPS Records;
- Driver Records;
- Time Stamps;
- Platform Records; and
- Photographs.

11.3 The Customer authorises iDlvr to charge or invoice Waiting Time charges.

12. Failed Deliveries, Return to Sender & Re-delivery

12.1 Where delivery cannot be completed, iDlvr may:

- Wait;
- Reattempt Delivery;
- Return Goods;
- Arrange Storage;
- Re-Schedule Delivery; or
- Take Another Reasonable Action.

12.2 Additional fees may apply.

12.3 Return To Sender, storage and re-delivery fees remain payable by the Customer where the failure was not caused by iDlvr.

13. Claims & Disputes

13.1 Claims must be submitted in writing.

13.2 Claims must be submitted within forty-eight (48) hours of Delivery Completion.

13.3 Claims remain subject to the Claims Policy.

13.4 POD records maintained by iDlvr may be relied upon as evidence of delivery completion.

14. Cancellations

14.1 Cancellation requests remain subject to the Cancellation Policy.

14.2 Once Goods have been collected, the Service is deemed substantially performed and no refund will be payable.

15. Limitation of Liability

15.1 To the maximum extent permitted by law, iDlvr excludes liability for:

- Loss Of Profit;
- Loss Of Revenue;
- Loss Of Opportunity;
- Labour Costs;
- Site Downtime;
- Project Delays;
- Consequential Loss; and
- Indirect Loss.

15.2 iDlvr's total liability shall not exceed the amount paid for the relevant Service.

15.3 Nothing in these Terms excludes rights that cannot lawfully be excluded.

16. General Provisions

16.1 These Terms form part of the Master Platform Terms.

16.2 The Delivery Policy, Claims Policy, Refund Policy and Cancellation Policy apply where relevant.

16.3 These Terms are governed by the laws of New South Wales, Australia.

16.4 These Terms constitute the entire agreement relating to Customer Delivery Services.

Part 5 — Marketplace Customer Terms

Effective Date: 1 July 2026

These Marketplace Customer Terms govern all purchases, orders and transactions conducted through the iDlvr Marketplace.

1. Application

- 1.1 These Terms apply to all Customers purchasing, requesting, quoting or otherwise acquiring Products through the Marketplace.
- 1.2 These Terms form part of the Master Platform Terms.
- 1.3 By placing an Order, accepting a Quote, making payment or otherwise using the Marketplace, the Customer agrees to be bound by these Terms.

2. Marketplace Role

- 2.1 iDlvr operates a digital marketplace connecting Customers and Suppliers.
- 2.2 Products displayed within the Marketplace are supplied by independent Suppliers.
- 2.3 Unless expressly stated otherwise:
 - Product Information is supplied by Suppliers;
 - Product Specifications are supplied by Suppliers;
 - Product Availability is supplied by Suppliers;
 - Product Warranties are supplied by Suppliers;
 - Product Compliance remains the responsibility of Suppliers.
- 2.4 iDlvr may:
 - Facilitate Orders;
 - Process Payments;
 - Arrange Deliveries;
 - Facilitate Returns;
 - Facilitate Warranty Claims;
 - Facilitate Customer Support; and
 - Facilitate Dispute Resolution.

3. Customer Accounts

- 3.1 Customers must maintain accurate:
 - Contact Information;
 - Delivery Information;
 - Billing Information;
 - Payment Information; and
 - Account Information.
- 3.2 Customers remain responsible for all activity conducted through their account.

4. Product Information

- 4.1 Product information is provided for general informational purposes only.
- 4.2 Product information may include:

- Product Names;
- Product Descriptions;
- Dimensions;
- Weights;
- Images;
- Specifications;
- Categories; and
- Technical Information.

4.3 Product images are illustrative only.

4.4 Actual Products may differ from displayed images.

4.5 Customers remain responsible for ensuring Products are suitable for their intended purpose.

5. Product Pricing

5.1 Product pricing is determined by Suppliers unless otherwise stated.

5.2 Prices may change prior to Order acceptance.

5.3 Pricing errors may result in:

- Order Cancellation;
- Price Correction;
- Refunds;
- Credits; or
- Alternative Commercial Resolutions.

5.4 Displayed pricing may include:

- Product Charges;
- Delivery Charges;
- Service Fees;
- Marketplace Fees; and
- Applicable Taxes.

6. Product Availability

6.1 All Products are subject to availability.

6.2 Stock levels are supplied by Suppliers and may change without notice.

6.3 Where Products become unavailable, iDlvr may:

- Cancel Products;
- Offer Substitute Products;
- Issue Credits;
- Issue Refunds Where Required By Law; or
- Offer Alternative Resolutions.

6.4 Customers may accept or reject substitute products.

7. Marketplace Orders

7.1 Orders submitted through the Marketplace constitute an offer to purchase Products.

7.2 An Order is not accepted until:

- Payment Has Been Processed;
- Supplier Acceptance Occurs;
- Fulfilment Commences; or
- Order Confirmation Is Issued.

7.3 iDlvr may:

- Verify Orders;
- Verify Payments;
- Verify Customer Information;
- Hold Orders;
- Reject Orders; or
- Cancel Orders,

where fraud, errors or operational concerns arise.

8. Marketplace Deliveries**8.1** Marketplace Orders may be delivered by:

- iDlvr Drivers;
- Independent Contractors;
- Suppliers;
- Third Party Carriers; or
- Other Approved Providers.

8.2 Delivery timeframes commence only when Products are:

- Picked;
- Packed;
- Complete; and
- Ready For Collection.

8.3 Delivery timeframes are estimates only.**8.4** Marketplace deliveries remain subject to the Customer Delivery Terms.**9. Split Orders & Multi Supplier Orders****9.1** Marketplace Orders may contain Products supplied by multiple Suppliers.**9.2** Orders may be split into multiple:

- Deliveries;
- Collections;
- Shipments;
- Supplier Fulfilments; and
- Delivery Events.

9.3 Products may arrive:

- Separately;
- On Different Days;
- Via Different Vehicles;
- Via Different Drivers; and

- From Different Suppliers.

9.4 iDlvr is not required to consolidate Products into a single delivery.

10. Returns

10.1 Return requests must be submitted through iDlvr.

10.2 Return approval may be subject to Supplier approval.

10.3 Products may be ineligible for return where they are:

- Custom Manufactured;
- Cut To Size;
- Special Order;
- Perishable;
- Hazardous;
- Installed;
- Used; or
- Otherwise Excluded By Law.

10.4 Return freight may be payable by the Customer.

11. Refunds & Marketplace Credits

11.1 Refund requests are assessed having regard to:

- Product Condition;
- Supplier Position;
- Marketplace Records;
- Delivery Records; and
- Applicable Law.

11.2 Approved resolutions may include:

- Marketplace Credit;
- Account Credit;
- iDlvr Cash;
- Store Credit;
- Replacement;
- Re-Delivery;
- Partial Refund; or
- Refund.

11.3 Except where required by law, iDlvr may issue credits instead of cash refunds.

11.4 Credits are governed by the Refund Policy.

12. Product Warranties

12.1 Suppliers remain responsible for:

- Product Warranties;
- Manufacturer Warranties;
- Product Defects;
- Product Compliance; and
- Product Recalls.

12.2 Warranty claims must be submitted through iDlvr.

12.3 Products may require inspection before warranty claims are determined.

13. Australian Consumer Law

13.1 Nothing in these Terms excludes rights available under the Australian Consumer Law.

13.2 Customers may be entitled to remedies that cannot lawfully be excluded.

13.3 Where permitted by law, liability may be limited to:

- Repair;
- Replacement;
- Re-Supply; or
- Cost Of Re-Supply.

14. Claims & Disputes

14.1 Marketplace claims must be submitted in writing.

14.2 Claims must be submitted within forty-eight (48) hours of delivery unless otherwise required by law.

14.3 Claims remain subject to the Claims Policy.

14.4 Marketplace records maintained by iDlvr may be relied upon in assessing claims.

15. Limitation of Liability

15.1 To the maximum extent permitted by law, iDlvr excludes liability for:

- Loss Of Profit;
- Loss Of Revenue;
- Loss Of Opportunity;
- Project Delays;
- Labour Costs;
- Consequential Loss; and
- Indirect Loss.

15.2 iDlvr's total liability shall not exceed the amount paid for the Product or Service giving rise to the claim.

15.3 iDlvr is not responsible for Product Defects arising from Products supplied by independent Suppliers.

16. General Provisions

16.1 These Terms form part of the Master Platform Terms.

16.2 The Delivery Policy, Refund Policy, Cancellation Policy and Claims Policy apply where relevant.

16.3 These Terms are governed by the laws of New South Wales, Australia.

16.4 These Terms constitute the entire agreement relating to Marketplace purchases and transactions.

Part 6 — Social & Assisted Ordering Terms

Effective Date: 1 July 2026

These Social & Assisted Ordering Terms govern all Orders, Bookings, Quotes, RFQs and Transactions created through assisted ordering channels operated by iDlvr.

1. Application

- 1.1 These Terms apply to all Orders placed through assisted ordering channels.
- 1.2 These Terms form part of the Master Platform Terms.
- 1.3 By requesting, confirming, accepting or paying for an Order through an assisted ordering channel, the Customer agrees to be bound by these Terms.

2. Assisted Ordering Channels

- 2.1 Orders may be placed through:
 - Telephone;
 - WhatsApp;
 - SMS;
 - Email;
 - Instagram;
 - Facebook;
 - TikTok;
 - Live Chat;
 - Customer Support;
 - Supplier Assisted Ordering; and
 - Other approved channels.
- 2.2 These Terms apply to:
 - Delivery Only Orders;
 - Marketplace Orders;
 - Material Orders;
 - RFQs;
 - Supplier Orders;
 - Assisted Bookings; and
 - Orders manually created by iDlvr personnel.

3. Customer Responsibility for Information

- 3.1 The Customer remains solely responsible for all information provided.
- 3.2 The Customer must provide accurate:
 - Product Information;
 - Dimensions;
 - Weights;
 - Quantities;
 - Collection Addresses;
 - Delivery Addresses;

- Contact Details;
- Site Access Information;
- Delivery Instructions; and
- Other Information Relevant To The Order.

3.3 The Customer remains responsible for information supplied by:

- Employees;
- Contractors;
- Site Personnel;
- Suppliers;
- Family Members; and
- Other Representatives.

4. Verbal Instructions

4.1 Customers may provide information verbally.

4.2 Verbal instructions are provided at the Customer's risk.

4.3 Where verbal instructions differ from written records maintained by iDlvr, written records prevail.

4.4 Customers acknowledge verbal communications may be:

- Misheard;
- Interrupted;
- Incomplete;
- Misunderstood; or
- Inaccurately Recalled.

4.5 The Customer is responsible for ensuring important instructions are provided in writing.

5. Written Confirmation

5.1 iDlvr may provide:

- Booking Confirmations;
- Order Summaries;
- Payment Links;
- Quotes;
- RFQs;
- Invoices;
- SMS Confirmations; and
- Written Confirmations.

5.2 The Customer must review all confirmations provided.

5.3 The Customer must immediately notify iDlvr of:

- Errors;
- Omissions;
- Incorrect Products;
- Incorrect Addresses;
- Incorrect Vehicle Selections; or

- Incorrect Instructions.

5.4 Failure to notify iDlvr before payment or confirmation constitutes acceptance of the information provided.

6. Electronic Acceptance

6.1 Orders may be accepted electronically through:

- Payment;
- SMS Confirmation;
- WhatsApp Confirmation;
- Email Confirmation;
- Acceptance Of Quotes;
- Acceptance Of RFQs;
- Clicking A Payment Link; or
- Any Other Electronic Action Indicating Acceptance.

6.2 Electronic acceptance creates a binding agreement.

7. Order Creation by IDLVR

7.1 The Customer authorises iDlvr to create Orders on the Customer's behalf using information supplied by the Customer.

7.2 Orders may be created by:

- Customer Service Staff;
- Operations Staff;
- Sales Staff;
- Supplier Support Staff;
- Marketplace Staff; or
- Other Authorised Personnel.

7.3 The Customer remains responsible for verifying all information.

7.4 iDlvr is not liable for inaccuracies arising from incorrect information supplied by the Customer.

8. Quotes & Estimates

8.1 Quotes and estimates are based on information supplied by the Customer.

8.2 Quotes may be adjusted where:

- Information Is Incorrect;
- Information Is Incomplete;
- Site Conditions Differ;
- Access Conditions Differ;
- Additional Labour Is Required; or
- Operational Requirements Change.

8.3 Quotes remain valid only for the period specified.

9. Payment Authority

9.1 By accepting an Order, the Customer authorises iDlvr to process payment.

9.2 The Customer authorises iDlvr to charge additional amounts arising from:

- Waiting Time;
- Vehicle Upgrades;
- Return To Sender;
- Re-Delivery;
- Storage;
- Additional Labour;
- Site Delays; and
- Other Charges Permitted By Applicable Terms.

9.3 Payment of an invoice or payment link constitutes acceptance of the relevant Order and applicable Terms.

10. Disputes

10.1 In any dispute, iDlvr may rely upon:

- CRM Records;
- Call Recordings;
- WhatsApp Records;
- SMS Records;
- Email Records;
- Platform Records;
- Internal Notes;
- GPS Records;
- Delivery Records; and
- POD Records.

10.2 Records maintained by iDlvr may be treated as primary evidence of the transaction.

10.3 Calls may be recorded for:

- Training;
- Compliance;
- Operational Purposes;
- Quality Assurance; and
- Dispute Resolution.

11. Limitation of Liability

11.1 Assisted ordering relies upon information supplied by the Customer.

11.2 To the maximum extent permitted by law, iDlvr is not liable for losses arising from:

- Incorrect Information;
- Incomplete Information;
- Misunderstood Verbal Instructions;
- Undisclosed Site Conditions;
- Incorrect Product Information Provided By The Customer; or
- Customer Omissions.

11.3 To the maximum extent permitted by law, iDlvr excludes liability for:

- Loss Of Profit;

- Loss Of Revenue;
- Loss Of Opportunity;
- Project Delays;
- Labour Costs;
- Consequential Loss; and
- Indirect Loss.

12. General Provisions

12.1 These Terms form part of the Master Platform Terms.

12.2 The Delivery Policy, Refund Policy, Cancellation Policy and Claims Policy apply where relevant.

12.3 These Terms are governed by the laws of New South Wales, Australia.

12.4 These Terms constitute the entire agreement relating to assisted ordering transactions.

13. Customer Review Obligation

13.1 Where iDlvr provides:

- Quotes;
- Booking Summaries;
- Order Confirmations;
- Payment Links;
- Invoices;
- RFQs; or
- Order Details,

the Customer is deemed to have reviewed and accepted the information upon:

- Payment;
- Written Confirmation;
- Electronic Acceptance; or
- Failure to notify iDlvr of any error before fulfilment commences.

13.2 The Customer acknowledges that iDlvr may rely upon such acceptance when arranging:

- Suppliers;
- Drivers;
- Vehicles;
- Equipment;
- Deliveries; and
- Marketplace Orders.

14. No Duty to Verify

14.1 iDlvr is entitled to rely upon information supplied by the Customer.

14.2 iDlvr is not required to:

- Verify Product Information;
- Verify Site Conditions;
- Verify Dimensions;
- Verify Weights;

- Verify Quantities;
- Verify Delivery Requirements; or
- Independently Investigate Information Provided.

14.3 Any verification performed by iDlvr is provided as a courtesy only and does not create an ongoing obligation.

15. Communication Failure

15.1 The Customer acknowledges that communications may be affected by:

- Mobile Network Issues;
- Internet Outages;
- Device Issues;
- Platform Outages;
- Human Error; and
- Other Circumstances Beyond iDlvr's Control.

15.2 The Customer remains responsible for ensuring important instructions are provided in writing through approved channels.

15.3 iDlvr will not be liable for loss arising solely from communication failures outside its reasonable control.

16. Records Prevail

16.1 In any dispute relating to an assisted order, the following records may be relied upon by iDlvr:

1. Platform Records;
2. CRM Records;
3. Payment Records;
4. WhatsApp Records;
5. SMS Records;
6. Email Records;
7. Call Recordings;
8. Internal Notes;
9. Delivery Records;

Part 7 — Driver Contractor Agreement

Effective Date: 1 July 2026

This Driver Contractor Agreement governs the relationship between Clique Enterprises Pty Ltd trading as iDlvr AU ("iDlvr") and the Contractor.

1. Engagement

1.1 The Contractor is engaged as an independent contractor to perform delivery, transport, logistics and related services.

1.2 iDlvr does not guarantee:

- Minimum Hours;
- Minimum Earnings;
- Minimum Deliveries;
- Minimum Revenue; or
- Ongoing Work.

1.3 The Contractor may accept or reject work offered unless otherwise agreed.

2. Contractor Status

2.1 The Contractor acknowledges they are an independent contractor.

2.2 Nothing in this Agreement creates:

- Employment;
- Partnership;
- Joint Venture;
- Agency; or
- Franchise Rights.

2.3 The Contractor is responsible for their own taxation obligations unless otherwise required by law.

3. Services

3.1 Services may include:

- Delivery Services;
- Marketplace Deliveries;
- Supplier Collections;
- Scheduled Deliveries;
- Crane Deliveries;
- Tipper Deliveries;
- Multi-Drop Deliveries; and
- Other Approved Services.

3.2 Services must be performed:

- Safely;
- Professionally;
- Efficiently;
- Lawfully; and

- In accordance with iDlvr procedures.

4. Vehicles

4.1 Vehicles may be supplied by:

- iDlvr;
- The Contractor; or
- Another Approved Party.

4.2 The Contractor must conduct reasonable vehicle inspections before use.

4.3 Vehicle damage, faults and defects must be reported immediately.

5. Fuel

5.1 Fuel cards remain the property of iDlvr.

5.2 Fuel cards may only be used for authorised business purposes.

5.3 Unauthorised use may be deducted from Contractor payments.

6. Tolls

6.1 Authorised tolls incurred during Services may be reimbursed or paid by iDlvr.

6.2 Personal toll use may be recovered from the Contractor.

7. Equipment

7.1 The Contractor must properly use and care for:

- Vehicles;
- Phones;
- Fuel Cards;
- PPE;
- Load Restraints;
- Delivery Equipment; and
- Other Equipment Provided.

7.2 Equipment must be returned immediately upon request.

8. Driver Obligations

8.1 The Contractor must:

- Follow Procedures;
- Follow Lawful Directions;
- Maintain Required Licences;
- Maintain Required Competencies;
- Protect Goods;
- Protect Customer Property;
- Protect Supplier Property;
- Maintain Accurate Records; and
- Act Professionally At All Times.

9. POD Requirements

9.1 POD is mandatory for every delivery.

9.2 POD may include:

- Photographs;
- GPS Records;
- Time Stamps;
- Delivery Notes;
- Signatures;
- Platform Records; and
- Electronic Confirmations.

9.3 Failure to obtain POD may result in:

- Non-Payment;
- Payment Adjustments;
- Investigation;
- Suspension; or
- Termination.

10. Photos**10.1** Drivers must take clear photographs of:

- Goods;
- Delivery Location;
- Placement Of Goods;
- Site Conditions Where Relevant; and
- Any Delivery Issues.

10.2 Photographs must be clear enough to identify the delivery location and completed delivery.**11. Mark As Collected****11.1** Drivers must mark Orders as collected immediately upon collection.**11.2** Collection events must accurately reflect actual collection times.**11.3** Failure to mark Orders as collected may result in:

- Investigation;
- Payment Adjustments;
- Performance Review; or
- Disciplinary Action.

12. Delivery Notes**12.1** Drivers must record notes where:

- Delays Occur;
- Damage Exists;
- Access Issues Exist;
- Site Issues Exist;
- Unusual Instructions Exist; or
- Additional Information Is Relevant.

12.2 Notes must be factual and accurate.

13. Driver Authority

13.1 Drivers may make operational decisions based upon:

- Safety;
- Site Conditions;
- Customer Availability;
- Vehicle Limitations;
- Product Characteristics;
- Information Available At The Time; and
- Operational Requirements.

13.2 Drivers may refuse:

- Unsafe Work;
- Unsafe Access;
- Unsafe Unloading;
- Illegal Requests;
- Excessive Manual Handling; and
- Labouring Activities Outside Scope.

13.3 Reasonable decisions made in good faith will be supported by iDlvr.

14. Safety

14.1 Safety takes priority over:

- Delivery Instructions;
- Customer Requests;
- Timeframes; and
- Operational Convenience.

14.2 Drivers must comply with:

- Road Laws;
- WHS Requirements;
- Site Rules;
- Operational Procedures; and
- Applicable Laws.

15. Customer Interactions

15.1 Drivers must remain professional.

15.2 Drivers must not:

- Admit Liability;
- Promise Refunds;
- Promise Compensation;
- Create Unauthorised Agreements; or
- Escalate Conflicts.

15.3 Customer disputes must be referred to iDlvr.

16. Loading

16.1 Loading remains the responsibility of the Supplier or Customer unless otherwise agreed.

16.2 Drivers may assist at their discretion.

16.3 Assistance does not transfer loading responsibility.

17. Unloading

17.1 Drivers are responsible only for unloading to the nearest safe practical location.

17.2 Drivers are not required to:

- Move Materials Throughout Sites;
- Carry Materials Excessive Distances;
- Install Products;
- Perform Trade Work;
- Perform Labouring Services.

17.3 Where unloading assistance has been purchased, assistance remains assistance only and not labour hire.

18. Marketplace Pickups

18.1 Drivers must:

- Confirm Collection;
- Confirm Readiness;
- Obtain Collection Evidence;
- Mark Orders Collected; and
- Follow Marketplace Procedures.

18.2 Marketplace collection records may be relied upon by iDlvr.

19. Crane Operations

19.1 Only authorised Drivers may perform crane services.

19.2 Drivers retain final authority regarding:

- Lift Safety;
- Ground Conditions;
- Weather Conditions;
- Load Placement;
- Site Conditions; and
- Lift Refusal Decisions.

19.3 Unsafe lifts may be refused.

20. Insurance

20.1 Contractors must cooperate with insurance investigations.

20.2 Incidents, damage and claims must be reported immediately.

20.3 Failure to report incidents may result in liability for resulting losses.

21. Damage & Loss

21.1 Contractors must exercise reasonable care.

21.2 Losses arising from negligence, misconduct or wilful damage may be recoverable from the Contractor.

21.3 Vehicle damage must be reported immediately.

22. Payment Terms

22.1 Payment will occur in accordance with the approved rate structure.

22.2 Payment remains subject to:

- POD Compliance;
- Completed Deliveries;
- Accurate Records;
- Invoice Requirements; and
- Compliance With This Agreement.

22.3 iDlvr may withhold payment during investigations.

23. Invoicing

23.1 Contractors must submit invoices in the required format.

23.2 Invoices may be required to include:

- Job References;
- Delivery References;
- Dates;
- Vehicle Information;
- POD References; and
- Other Information Required By iDlvr.

24. Confidentiality

24.1 The Contractor must keep confidential all information relating to:

- Customers;
- Suppliers;
- Pricing;
- Operations;
- Technology;
- Commercial Arrangements; and
- Business Information.

24.2 Confidentiality obligations survive termination.

25. Non Solicitation

25.1 The Contractor must not solicit:

- Customers;
- Suppliers; or
- Drivers,

introduced through iDlvr.

25.2 These obligations continue during engagement and for twelve (12) months following termination.

26. Suspension

26.1 iDlvr may immediately suspend the Contractor where:

- Safety Concerns Exist;
- Serious Complaints Exist;
- Fraud Is Suspected;
- Licensing Issues Exist;
- Insurance Issues Exist; or
- This Agreement Is Breached.

27. Termination

27.1 Either party may terminate this Agreement at any time.

27.2 iDlvr may immediately terminate where:

- Fraud Exists;
- Theft Occurs;
- Serious Misconduct Occurs;
- Safety Breaches Occur;
- Licences Become Invalid; or
- Continued Engagement Creates Risk.

27.3 Upon termination the Contractor must return:

- Vehicles;
- Fuel Cards;
- Phones;
- Equipment;
- Uniforms;
- Keys; and
- Other iDlvr Property.

27.4 Confidentiality, liability, payment recovery and investigation clauses survive termination.

28. General Provisions

28.1 This Agreement forms part of the Master Platform Terms.

28.2 This Agreement is governed by the laws of New South Wales, Australia.

28.3 This Agreement constitutes the entire agreement relating to the Contractor's engagement.

Part 8 — Delivery Policy

Effective Date: 1 July 2026

This Delivery Policy governs all delivery, transport, logistics and fulfilment services provided by or through iDlvr.

1. Application

1.1 This Policy applies to:

- Delivery Only Orders;
- Marketplace Orders;
- Supplier Deliveries;
- Customer Deliveries;
- Assisted Orders; and
- All Services performed by or through iDlvr.

1.2 This Policy forms part of the:

- Master Platform Terms;
- Customer Delivery Terms;
- Marketplace Customer Terms;
- Supplier Delivery Terms;
- Supplier Marketplace Terms; and
- Social & Assisted Ordering Terms.

2. Service Types

2.1 Available Services may include:

- 1 Hour Delivery;
- 90 Minute Delivery;
- 2 Hour Delivery;
- 3 Hour Delivery;
- 4 Hour Delivery;
- 6 Hour Delivery;
- Same Day Delivery;
- Next Day Delivery;
- Scheduled Delivery;
- Marketplace Delivery;
- Crane Delivery;
- Tipper Delivery;
- Multi Drop Delivery; and
- Other Services Offered By iDlvr.

2.2 Service availability may vary by:

- Location;
- Vehicle Type;
- Operational Capacity; and
- Product Requirements.

3. Delivery Timeframes

3.1 All collection times, delivery times and service windows are estimates only.

3.2 Delivery performance may be affected by:

- Traffic;
- Weather;
- Road Closures;
- Accidents;
- Supplier Delays;
- Customer Delays;
- Site Conditions;
- Vehicle Breakdowns;
- Loading Delays;
- Unloading Delays; and
- Force Majeure Events.

3.3 Marketplace delivery timeframes commence only when Products are:

- Picked;
- Packed;
- Complete; and
- Ready For Collection.

3.4 iDlvr does not guarantee delivery within any estimated timeframe unless expressly agreed in writing.

4. Vehicle Types

4.1 Vehicles may include:

- Motorcycles;
- Cars;
- Utes;
- Vans;
- Flatbeds;
- Covered Trucks;
- Crane Trucks;
- Tippers; and
- Other Approved Vehicles.

4.2 Vehicle selection is based solely upon information supplied by the Customer or Supplier.

4.3 Incorrect information may result in:

- Additional Charges;
- Vehicle Upgrades;
- Rebooking;
- Delays; and
- No Refund.

5. Collection Requirements

5.1 Goods must be ready for collection at the booked collection time.

5.2 Suppliers and Customers must ensure:

- Goods Are Available;
- Collection Personnel Are Available;
- Loading Equipment Is Available Where Required; and
- Access Is Available.

5.3 Waiting Time charges may apply where Goods are not ready.**6. Loading Standards****6.1 Loading remains the responsibility of the Supplier or Customer unless otherwise agreed.****6.2 Drivers may assist with loading at their discretion.****6.3 Driver assistance does not transfer loading responsibility.****6.4 Drivers may refuse loading activities they reasonably consider:**

- Unsafe;
- Excessive;
- Improperly Planned; or
- Outside The Scope Of Services.

7. Delivery Completion**7.1 Delivery is completed when:**

- Goods Have Been Delivered; and
- Proof Of Delivery Has Been Recorded.

7.2 A signature is not required unless specifically requested prior to delivery.**7.3 Delivery completion may occur regardless of whether the Customer is physically present.****8. POD Standards****8.1 POD is mandatory for all deliveries.****8.2 POD may include:**

- Delivery Photographs;
- GPS Records;
- Time Stamps;
- Delivery Notes;
- Signatures;
- Platform Records; and
- Electronic Confirmations.

8.3 POD maintained by iDlvr may be relied upon as evidence of delivery completion.**9. Authority to Leave****9.1 Goods may be delivered unattended where:**

- Authority To Leave Exists;
- Written Instructions Permit It; or
- Driver Discretion Permits It.

9.2 Risk transfers immediately upon Delivery Completion.

9.3 Following Delivery Completion, iDlvr is not responsible for:

- Theft;
- Weather Damage;
- Vandalism;
- Unauthorised Access;
- Deterioration; or
- Third Party Interference.

10. Driver Assistance

10.1 Standard delivery services include transport and unloading only.

10.2 Driver Assistance is an optional service.

10.3 Driver Assistance is limited to assisting with loading or unloading activities.

10.4 Driver Assistance does not include:

- Labour Hire;
- Trade Work;
- Installation;
- Site Distribution;
- Material Relocation Throughout A Site;
- Waste Removal;
- Clean Up; or
- Other Labouring Activities.

10.5 Drivers may refuse assistance requests outside the scope of Services.

11. Unloading Standards

11.1 Drivers are responsible only for unloading Goods to the nearest safe, practical and accessible location.

11.2 Drivers are not required to:

- Move Goods Throughout Sites;
- Move Goods Between Levels;
- Carry Goods Excessive Distances;
- Install Products;
- Perform Trade Work;
- Perform Labouring Activities.

11.3 The Driver determines the final unloading location.

11.4 Safety takes priority over Customer requests.

11.5 Where unloading cannot be safely completed, Goods may be returned at the Customer's cost.

12. Waiting Time

12.1 Waiting Time charges may apply during:

- Collection;
- Loading;

- Delivery;
- Unloading;
- Site Access; and
- Customer Delays.

12.2 Waiting Time may be evidenced through:

- GPS Records;
- Driver Records;
- Time Stamps;
- Platform Records; and
- Photographs.

12.3 Waiting Time may be charged to the Customer or Supplier responsible for the delay.

13. Safety Requirements

13.1 Safety takes priority over:

- Delivery Instructions;
- Customer Requests;
- Delivery Timeframes; and
- Operational Convenience.

13.2 Drivers retain final authority regarding:

- Site Safety;
- Vehicle Safety;
- Delivery Access;
- Unloading Methods;
- Placement Of Goods; and
- Delivery Completion.

13.3 Drivers may refuse unsafe work.

14. Return to Sender

14.1 Goods may be returned where:

- Delivery Cannot Be Completed;
- Access Is Unavailable;
- The Site Is Unsafe;
- No Recipient Is Available Where Required;
- Instructions Cannot Be Followed Safely; or
- Another Operational Issue Prevents Delivery.

14.2 Additional charges may apply including:

- Return Fees;
- Waiting Fees;
- Storage Fees;
- Re-Delivery Fees; and
- Administration Fees.

15. Marketplace Delivery Standards

15.1 Marketplace Orders may be fulfilled through:

- Multiple Suppliers;
- Multiple Drivers;
- Multiple Vehicles;
- Multiple Deliveries; and
- Multiple Collection Points.

15.2 Partial deliveries are permitted.

15.3 Products may arrive separately and on different dates.

16. Operational Decision Making

16.1 Drivers, Suppliers and iDlvr personnel may make operational decisions in real time.

16.2 Reasonable decisions made safely and in good faith will not create liability merely because another option may have existed.

17. General Provisions

17.1 This Policy forms part of the Master Platform Terms.

17.2 This Policy may be amended by iDlvr from time to time.

17.3 This Policy is governed by the laws of New South Wales, Australia.

Part 9 — Cancellation Policy

Effective Date: 1 July 2026

This Cancellation Policy governs the cancellation of Delivery Services, Marketplace Orders and other Services provided by or through iDlvr.

1. Application

1.1 This Policy applies to:

- Delivery Only Orders;
- Marketplace Orders;
- Supplier Orders;
- Customer Orders;
- Assisted Orders; and
- Other Services Provided By iDlvr.

1.2 This Policy forms part of the:

- Master Platform Terms;
- Customer Delivery Terms;
- Marketplace Customer Terms;
- Supplier Delivery Terms;
- Supplier Marketplace Terms; and
- Social & Assisted Ordering Terms.

2. Cancellation Requests

2.1 Cancellation requests must be submitted through an approved iDlvr communication channel.

2.2 Cancellation requests may be submitted through:

- The Platform;
- Email;
- SMS;
- WhatsApp;
- Customer Support; or
- Other Approved Channels.

2.3 Cancellation requests are not effective until acknowledged by iDlvr.

3. Before Driver Allocation

3.1 Where a Delivery Service is cancelled before a Driver has been allocated, iDlvr may provide:

- A Refund;
- Marketplace Credit;
- Account Credit;
- iDlvr Cash; or
- Another Commercial Resolution.

3.2 iDlvr may retain reasonable administration costs already incurred.

4. After Driver Allocation

- 4.1** Once a Driver has been allocated, operational resources have been committed.
- 4.2** Cancellation fees may apply after Driver allocation.
- 4.3** Cancellation charges may include:
- Driver Costs;
 - Vehicle Costs;
 - Administration Costs;
 - Dispatch Costs;
 - Allocation Costs; and
 - Other Reasonable Costs Incurred.
- 4.4** The Customer authorises iDlvr to deduct applicable cancellation fees from any refund or credit.

5. After Collection

- 5.1** Once Goods have been collected, the Service is deemed substantially performed.
- 5.2** No refund will be payable once collection has occurred.
- 5.3** Where a Customer no longer requires delivery after collection:
- Return To Sender Fees May Apply;
 - Storage Fees May Apply;
 - Re-Delivery Fees May Apply; and
 - Additional Charges May Apply.

6. Customer Fault

- 6.1** No refund will be payable where cancellation arises due to:
- Incorrect Information;
 - Incorrect Address Information;
 - Incorrect Dimensions;
 - Incorrect Weights;
 - Incorrect Quantities;
 - Undisclosed Site Conditions;
 - Customer Unavailability;
 - Failure To Provide Access; or
 - Other Customer Error.
- 6.2** Additional charges may apply where resources have already been committed.

7. Supplier Fault

- 7.1** Where cancellation arises solely due to Supplier fault, iDlvr may provide:
- Re-Delivery;
 - Replacement;
 - Marketplace Credit;
 - Refund;
 - Account Credit; or

- Another Commercial Resolution.

7.2 Any resolution remains subject to:

- Available Information;
- Supplier Cooperation;
- Marketplace Records; and
- Applicable Law.

8. Marketplace Orders

8.1 Marketplace Orders may be cancelled before fulfilment commences.

8.2 Once Products have been:

- Ordered;
- Picked;
- Packed;
- Cut;
- Manufactured;
- Prepared;
- Special Ordered; or
- Dispatched,

cancellation may not be possible.

8.3 Suppliers may impose:

- Restocking Fees;
- Cancellation Fees;
- Administration Fees; or
- Other Charges Permitted By Law.

8.4 Such amounts may be deducted from any refund or credit.

9. Wrong Vehicle Selection

9.1 Where the wrong vehicle has been booked due to incorrect information supplied by the Customer:

- No Refund Will Be Payable;
- Additional Charges May Apply;
- Vehicle Upgrades May Be Required; and
- Rebooking May Be Required.

9.2 The Customer remains responsible for costs arising from incorrect information.

10. Unsafe Sites

10.1 Drivers may refuse delivery where they reasonably believe:

- The Site Is Unsafe;
- Access Is Unsafe;
- Unloading Is Unsafe;
- The Delivery Cannot Be Completed Safely; or
- Applicable Laws May Be Breached.

10.2 Goods may be:

- Returned;
- Stored;
- Re-Scheduled; or
- Re-Delivered.

10.3 No refund will be payable where unsafe conditions were not caused by iDlvr.

11. Return to Sender

11.1 Goods may be returned where delivery cannot be completed.

11.2 Return To Sender charges may include:

- Return Freight;
- Waiting Time;
- Storage;
- Administration Costs; and
- Re-Delivery Costs.

11.3 Such charges remain payable by the responsible party.

12. Refund Eligibility

12.1 Cancellation does not automatically entitle a Customer to a refund.

12.2 Refunds are assessed in accordance with:

- This Policy;
- The Refund Policy;
- Applicable Terms; and
- Applicable Law.

12.3 Approved resolutions may include:

- Marketplace Credit;
- Account Credit;
- iDlvr Cash;
- Partial Refunds;
- Full Refunds; or
- Other Commercial Resolutions.

13. No Shows

13.1 A Customer may be deemed a no-show where:

- Access Is Unavailable;
- Collection Personnel Are Unavailable;
- Delivery Personnel Are Unavailable;
- Goods Are Not Ready;
- Contact Cannot Be Made; or
- Delivery Cannot Proceed Due To Customer Circumstances.

13.2 No-show events may be treated as customer fault cancellations.

14. Operational Discretion

14.1 iDlvr may assess cancellation outcomes having regard to:

- Resources Committed;
- Costs Incurred;
- Operational Impacts;
- Supplier Costs;
- Driver Costs;
- Marketplace Impacts; and
- Commercial Practicality.

15. General Provisions

15.1 This Policy forms part of the Master Platform Terms.

15.2 This Policy may be amended from time to time.

15.3 This Policy is governed by the laws of New South Wales, Australia.

Part 10 — Refund Policy

Effective Date: 1 July 2026

This Refund Policy governs refunds, credits, account adjustments and related remedies for Services and Marketplace Orders provided by or through iDlvr.

1. Application

1.1 This Policy applies to:

- Delivery Services;
- Marketplace Orders;
- Supplier Orders;
- Customer Orders;
- Assisted Orders; and
- Other Services Provided By iDlvr.

1.2 This Policy forms part of the:

- Master Platform Terms;
- Customer Delivery Terms;
- Marketplace Customer Terms;
- Supplier Delivery Terms;
- Supplier Marketplace Terms; and
- Social & Assisted Ordering Terms.

2. General Refund Principles

2.1 A refund request does not automatically entitle a Customer to a refund.

2.2 Refund requests will be assessed having regard to:

- Services Performed;
- Costs Incurred;
- Delivery Status;
- Product Status;
- Supplier Costs;
- Driver Costs;
- Supporting Evidence;
- Applicable Policies; and
- Applicable Law.

2.3 iDlvr may determine the most appropriate commercial resolution available.

3. Delivery Refunds

3.1 Delivery refunds may be considered where:

- Services Have Not Commenced;
- Services Cannot Be Performed;
- Operational Errors Have Occurred; or
- Applicable Law Requires A Refund.

3.2 No refund will generally be payable where:

- Goods Have Been Collected;
- Delivery Has Been Completed;
- Incorrect Information Was Supplied;
- Site Conditions Were Not Disclosed;
- Customer Access Was Unavailable; or
- Customer Error Caused The Issue.

3.3 Delivery delays do not automatically entitle a Customer to a refund.

4. Marketplace Refunds

4.1 Marketplace refund requests may require consultation with the Supplier.

4.2 Refund eligibility may depend on:

- Product Condition;
- Product Type;
- Product Use;
- Product Packaging;
- Product Installation Status;
- Supplier Policies; and
- Applicable Law.

4.3 Marketplace refunds may be approved in full, in part or declined.

5. Marketplace Credits

5.1 Where permitted by law, approved refunds may be issued as:

- Marketplace Credit;
- Account Credit;
- Store Credit;
- iDlvr Cash; or
- Another Credit Mechanism Determined By iDlvr.

5.2 Marketplace Credits may be applied towards:

- Marketplace Purchases;
- Delivery Services;
- Service Fees; and
- Other Approved Transactions.

5.3 Marketplace Credits are not transferable unless approved by iDlvr.

5.4 Marketplace Credits are not redeemable for cash unless required by law.

6. IDLVR Cash

6.1 iDlvr may issue iDlvr Cash as a commercial resolution.

6.2 iDlvr Cash may be used towards:

- Delivery Services;
- Marketplace Purchases;
- Service Fees; and
- Other Approved Transactions.

6.3 Unless otherwise stated, iDlvr Cash does not expire.

6.4 iDlvr may reverse incorrectly issued iDlvr Cash.

7. Store Credit

7.1 Refunds may be issued as Supplier Store Credit where appropriate.

7.2 Store Credit remains subject to:

- Supplier Policies;
- Supplier Conditions;
- Applicable Law; and
- Marketplace Requirements.

8. Return Freight

8.1 Return freight remains the responsibility of the Customer unless:

- Incorrect Goods Were Supplied;
- Damaged Goods Were Supplied;
- Supplier Error Occurred;
- iDlvr Error Occurred; or
- Applicable Law Requires Otherwise.

8.2 Return freight costs may be deducted from:

- Refunds;
- Credits;
- Account Balances; or
- Settlement Amounts.

8.3 Collection charges may apply where Products must be collected from a Customer location.

9. Restocking Fees

9.1 Suppliers may impose restocking fees where permitted by law.

9.2 Restocking fees may be deducted from:

- Refunds;
- Credits;
- Store Credits; or
- Settlement Amounts.

9.3 Customers acknowledge that restocking fees are determined by Suppliers and not iDlvr.

10. Non-refundable Products

10.1 Products may be non-refundable where they are:

- Custom Manufactured;
- Cut To Size;
- Made To Order;
- Special Order;
- Perishable;
- Hazardous;
- Installed;

- Used; or
- Non-Returnable By The Supplier.

10.2 Such Products may be ineligible for refund except where required by law.

11. Non-refundable Services

11.1 The following Services are generally non-refundable once performed:

- Completed Deliveries;
- Collection Services;
- Waiting Time;
- Return To Sender Services;
- Storage Services;
- Additional Labour Services;
- Site Delay Charges; and
- Other Services Already Performed.

12. Refund Timeframes

12.1 Approved refunds will be processed within a reasonable period following approval.

12.2 Processing times may be extended where:

- Investigation Is Required;
- Supplier Input Is Required;
- Product Inspection Is Required;
- Additional Information Is Required; or
- Banking Delays Occur.

12.3 Processing timeframes may vary depending on payment providers.

13. Chargebacks

13.1 Where a Customer initiates a chargeback, iDlvr may rely upon:

- Platform Records;
- POD Records;
- GPS Records;
- Delivery Records;
- Payment Records;
- Photographs;
- Call Recordings;
- Written Communications; and
- Other Relevant Records.

13.2 iDlvr may suspend accounts while chargeback investigations are ongoing.

13.3 iDlvr may recover reasonable costs associated with defending chargebacks where permitted by law.

14. Australian Consumer Law

14.1 Nothing in this Policy excludes, restricts or modifies any right or remedy available under the Australian Consumer Law.

14.2 Customers may be entitled to remedies that cannot lawfully be excluded.

14.3 Where permitted by law, remedies may be limited to:

- Repair;
- Replacement;
- Re-Supply; or
- Cost Of Re-Supply.

15. General Provisions

15.1 This Policy forms part of the Master Platform Terms.

15.2 This Policy may be amended from time to time.

15.3 This Policy is governed by the laws of New South Wales, Australia.

15.4 This Policy must be read together with the Cancellation Policy and Claims Policy.

Part 11 — Claims Policy

Effective Date: 1 July 2026

This Claims Policy governs all claims, disputes, investigations and resolutions relating to Services and Marketplace Orders provided by or through iDlvr.

1. Application

1.1 This Policy applies to:

- Delivery Services;
- Marketplace Orders;
- Supplier Orders;
- Customer Orders;
- Assisted Orders; and
- Other Services Provided By iDlvr.

1.2 This Policy forms part of the:

- Master Platform Terms;
- Customer Delivery Terms;
- Marketplace Customer Terms;
- Supplier Delivery Terms;
- Supplier Marketplace Terms;
- Social & Assisted Ordering Terms; and
- Delivery Policy.

2. Claims Window

2.1 All claims must be submitted within forty-eight (48) hours of Delivery Completion.

2.2 The forty-eight (48) hour period applies to:

- Damaged Goods;
- Missing Goods;
- Incorrect Goods;
- Delivery Complaints;
- Placement Complaints;
- Service Complaints; and
- Other Operational Claims.

2.3 Claims submitted outside the claims period may be rejected without investigation.

3. Written Claims Only

3.1 Claims must be submitted in writing.

3.2 Claims may be submitted through:

- Email;
- WhatsApp;
- Customer Support;
- Platform Support; or
- Other Approved Channels.

3.3 Verbal complaints do not constitute a formal claim.

3.4 Complaints made directly to Drivers do not constitute a formal claim.

4. Evidence Requirements

4.1 The claimant must provide:

- Order Number;
- Booking Number;
- Delivery Address;
- Description Of Claim;
- Supporting Photographs;
- Supporting Documentation; and
- Any Other Information Reasonably Requested By iDlvr.

4.2 Failure to provide sufficient evidence may result in rejection of the claim.

4.3 The burden of proof rests with the claimant.

5. Evidence Hierarchy

5.1 In assessing claims, iDlvr may rely upon evidence in the following order:

1. Platform Records;
2. POD Records;
3. Delivery Photographs;
4. GPS Records;
5. Time Stamps;
6. Payment Records;
7. Call Recordings;
8. Written Communications;
9. Supplier Records;
10. Driver Statements;
11. Customer Statements.

5.2 iDlvr may determine the weight given to any evidence.

6. POD Hierarchy

6.1 Proof Of Delivery may include:

- Delivery Photographs;
- GPS Records;
- Time Stamps;
- Delivery Notes;
- Signatures;
- Platform Records; and
- Electronic Confirmations.

6.2 A customer signature is not required unless specifically requested before delivery.

6.3 Where POD exists, delivery will generally be deemed completed unless compelling evidence establishes otherwise.

7. Authority to Leave Claims

7.1 Where a delivery has been completed under Authority To Leave:

- Delivery Is Deemed Complete;
- Risk Has Transferred;
- POD May Be Relied Upon; and
- Delivery Obligations Have Been Satisfied.

7.2 iDlvr is not responsible for:

- Theft;
 - Weather Damage;
 - Vandalism;
 - Unauthorised Access;
 - Deterioration; or
 - Third Party Interference,
- occurring after Delivery Completion.

8. Missing Goods Claims

8.1 Missing Goods claims must include:

- Product Details;
- Quantities;
- Supporting Photographs; and
- Evidence Of The Alleged Shortage.

8.2 Supplier packing records may be relied upon.

8.3 Delivery records may be relied upon to verify quantities delivered.

9. Damaged Goods Claims

9.1 Damage must be documented immediately upon discovery.

9.2 Clear photographs must be provided.

9.3 Claims may be rejected where damage appears attributable to:

- Improper Storage;
- Customer Handling;
- Third Party Handling;
- Site Conditions;
- Installation Activities; or
- Events Occurring After Delivery.

10. Incorrect Goods Claims

10.1 Customers must verify Products upon receipt.

10.2 Claims for incorrect Goods must include:

- Product Photographs;
- Labels;
- Packaging Information;
- Product Descriptions; and

- Supporting Evidence.

10.3 Supplier records may be relied upon during investigation.

11. Concealed Damage

11.1 Where damage could not reasonably be identified at delivery, iDlvr may investigate claims submitted outside the standard claims period.

11.2 The claimant must establish that the damage existed at the time of delivery.

12. Marketplace Claims

12.1 Marketplace claims may require Supplier participation.

12.2 Suppliers may be required to:

- Inspect Products;
- Provide Records;
- Provide Evidence;
- Participate In Investigations; and
- Assist With Resolution.

12.3 Marketplace claims may take longer where Supplier input is required.

13. Investigation Process

13.1 iDlvr may investigate any claim using:

- Platform Records;
- POD Records;
- GPS Data;
- Delivery Records;
- Supplier Records;
- Driver Records;
- Call Recordings;
- Communications;
- Photographs; and
- Other Relevant Information.

13.2 Additional information may be requested.

13.3 All parties must cooperate with investigations.

14. Claim Outcomes

14.1 Where a claim is approved, iDlvr may:

- Re-Perform Services;
- Arrange Re-Delivery;
- Arrange Replacement;
- Issue Marketplace Credit;
- Issue Account Credit;
- Issue iDlvr Cash;
- Issue Partial Refunds;
- Issue Refunds; or

- Provide Another Commercial Resolution.

14.2 Except where required by law, iDlvr is not required to provide a cash refund.

15. Rejected Claims

15.1 Claims may be rejected where:

- Submitted Late;
- Evidence Is Insufficient;
- POD Supports Delivery;
- Instructions Were Not Provided In Writing;
- Loss Occurred After Delivery;
- Site Conditions Caused The Issue;
- Customer Information Was Incorrect;
- The Claim Is Unsupported; or
- Fraud Is Suspected.

16. Fraudulent Claims

16.1 Where iDlvr reasonably believes a claim is:

- Fraudulent;
- Misleading;
- False; or
- Intentionally Misrepresented,

iDlvr may:

- Reject The Claim;
- Suspend Accounts;
- Recover Costs;
- Report The Matter To Authorities; and
- Commence Legal Action.

17. Final Determination

17.1 iDlvr may make determinations based upon the information available at the time.

17.2 Operational decisions made by Drivers, Suppliers and iDlvr personnel may be relied upon in determining claims.

17.3 Subject to rights that cannot lawfully be excluded, iDlvr's determination of a claim shall be final.

18. General Provisions

18.1 This Policy forms part of the Master Platform Terms.

18.2 This Policy may be amended by iDlvr from time to time.

18.3 This Policy is governed by the laws of New South Wales, Australia.

Part 12 — Privacy Policy

Effective Date: 1 July 2026

Clique Enterprises Pty Ltd trading as iDlvr AU ("iDlvr", "we", "us" or "our") respects your privacy and is committed to protecting personal information.

This Privacy Policy explains how iDlvr collects, uses, stores, discloses and manages personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

1. Application

1.1 This Privacy Policy applies to:

- Customers;
- Suppliers;
- Drivers;
- Contractors;
- Employees;
- Website Users;
- App Users; and
- Any person interacting with iDlvr.

1.2 This Privacy Policy applies to all iDlvr:

- Websites;
- Mobile Applications;
- Supplier Portals;
- Customer Portals;
- APIs;
- Integrations;
- Communication Channels; and
- Related Services.

2. Information We Collect

2.1 We may collect personal information including:

Identity Information

- Full Name;
- Date Of Birth;
- Driver Licence Information;
- Identification Documents;
- Photographs;
- Business Information.

Contact Information

- Email Address;
- Mobile Number;
- Business Address;
- Delivery Addresses;
- Collection Addresses.

Financial Information

- Bank Account Details;
- Payment Information;
- Billing Information;
- Credit Information;
- Transaction Information.

Operational Information

- Delivery Records;
- GPS Data;
- Vehicle Information;
- Driver Information;
- Order Information;
- Marketplace Activity.

Technical Information

- Device Information;
- IP Address;
- Browser Information;
- Operating System Information;
- Usage Data.

Communication Information

- Emails;
- SMS Messages;
- WhatsApp Messages;
- Call Recordings;
- Customer Support Interactions.

3. How We Collect Information**3.1** We may collect information:

- Directly From You;
- Through The Platform;
- Through Mobile Applications;
- Through Supplier Portals;
- Through Customer Portals;
- Through API Integrations;
- Through Third Party Integrations;
- Through Communications;
- Through Public Sources; and
- Through Service Providers.

3.2 Information may be collected automatically through technology systems.**4. Why We Collect Information****4.1** We collect information to:

- Provide Services;

- Facilitate Deliveries;
- Facilitate Marketplace Transactions;
- Process Payments;
- Verify Identity;
- Manage Accounts;
- Provide Customer Support;
- Improve Services;
- Conduct Analytics;
- Manage Claims;
- Resolve Disputes;
- Prevent Fraud;
- Maintain Security;
- Comply With Legal Obligations.

5. Communication Recordings

5.1 Calls may be recorded for:

- Quality Assurance;
- Training;
- Compliance;
- Operational Purposes;
- Dispute Resolution;
- Fraud Prevention.

5.2 By communicating with iDlvr, you consent to call recording where permitted by law.

5.3 We may retain communication records for operational and legal purposes.

6. GPS & Location Data

6.1 We may collect GPS and location data from:

- Drivers;
- Vehicles;
- Mobile Applications;
- Delivery Systems.

6.2 GPS data may be used for:

- Delivery Tracking;
- Proof Of Delivery;
- Driver Safety;
- Route Optimisation;
- Fraud Prevention;
- Dispute Resolution.

7. Marketplace Data

7.1 Marketplace information may include:

- Product Purchases;
- Product Listings;

- Supplier Activity;
- Customer Activity;
- Transaction Records;
- Order Histories.

7.2 Marketplace information may be used to improve Marketplace operations and customer experience.

8. Disclosure of Information

8.1 We may disclose information to:

- Suppliers;
- Drivers;
- Contractors;
- Service Providers;
- Technology Providers;
- Payment Processors;
- Insurers;
- Professional Advisers;
- Debt Recovery Providers;
- Government Agencies;
- Regulatory Authorities;
- Law Enforcement Agencies.

8.2 Information will only be disclosed where reasonably required for business, operational or legal purposes.

9. Payment Providers

9.1 Payment information may be processed through third party payment providers.

9.2 iDlvr does not store full payment card details where payment processing is performed by a third-party provider.

10. Data Storage & Security

10.1 We take reasonable steps to protect information from:

- Unauthorised Access;
- Misuse;
- Interference;
- Loss;
- Modification;
- Disclosure.

10.2 Security measures may include:

- Encryption;
- Access Controls;
- Authentication Controls;
- Monitoring Systems;
- Secure Infrastructure.

10.3 No system can be guaranteed completely secure.

11. Data Retention

11.1 We may retain information for as long as reasonably necessary to:

- Provide Services;
- Comply With Legal Obligations;
- Resolve Disputes;
- Investigate Claims;
- Enforce Agreements;
- Protect Business Interests.

11.2 Information may be retained after account closure where legally permitted.

12. Direct Marketing

12.1 We may send:

- Service Updates;
- Promotions;
- Marketplace Updates;
- Product Information;
- Marketing Communications.

12.2 Users may opt out of marketing communications at any time.

12.3 Operational communications may still be sent where necessary.

13. Cookies & Analytics

13.1 We may use:

- Cookies;
- Analytics Tools;
- Tracking Technologies;
- Behavioural Analytics;
- Performance Monitoring Tools.

13.2 These technologies assist with:

- Platform Performance;
- User Experience;
- Security;
- Marketing;
- Analytics.

14. Access to Information

14.1 Individuals may request access to personal information held by iDlvr.

14.2 Requests must be submitted in writing.

14.3 Access may be refused where permitted by law.

15. Correction of Information

15.1 Individuals may request correction of inaccurate personal information.

15.2 iDlvr may require evidence supporting requested corrections.

16. International Disclosure

16.1 iDlvr may utilise overseas service providers, cloud providers and technology providers.

16.2 Information may be stored or processed outside Australia.

16.3 iDlvr will take reasonable steps to ensure information is handled appropriately.

17. Fraud Prevention & Investigations

17.1 Information may be used to:

- Prevent Fraud;
- Investigate Claims;
- Investigate Chargebacks;
- Investigate Misconduct;
- Verify Transactions;
- Protect Marketplace Integrity.

18. Business Transfers

18.1 If iDlvr undergoes:

- Sale;
- Merger;
- Acquisition;
- Restructure;
- Capital Raise;
- Business Transfer,

information may be transferred as part of that transaction.

19. Privacy Complaints

19.1 Privacy complaints may be submitted in writing to:

privacy@idlvr.com.au

19.2 iDlvr will investigate complaints within a reasonable period.

19.3 If a complaint cannot be resolved, individuals may contact the Office of the Australian Information Commissioner (OAIC).

20. Changes to This Policy

20.1 iDlvr may amend this Privacy Policy from time to time.

20.2 Updated versions will be published on the Platform.

20.3 Continued use of iDlvr Services constitutes acceptance of the updated Privacy Policy.

21. Contact Details

Privacy Officer

Clique Enterprises Pty Ltd

Trading As iDlvr AU

Email: info@idlvr.com.au

Website: www.idlvr.com.au

22. Governing Law

22.1 This Privacy Policy is governed by the laws of New South Wales, Australia.