

DELIVERY OPTIONS GUIDE – SATU BUMI CITYSCAPE RANGE

Satu Bumi places a high emphasis on the minimization of transport costs for its customers. In fact, in most circumstances, Satu Bumi's low transport costs are seen as a distinct competitive advantage. Satu Bumi ships its products to most of the major ports in Australia in standard shipping containers, customers are then only charged for the transport of their orders from Satu Bumi's nearest port warehousing facilities to their designated delivery site. This approach to transport charges can often be a significant cost saving compared to expensive interstate trucking charges across Australia.

Satu Bumi utilizes Tier 1 – Carriers to complete all its deliveries on trucks that range from one ton through to B-Double semi-trailers. Each delivery is arranged by Satu Bumi's operations team to meet each client's individual requirements. The transport/delivery service that is right for any specific order will depend on a balance between the cost of the service and the relevant project's logistics. Therefore, Satu Bumi offers the following options to enable its customers to make the best decision regarding their transport/delivery service.

Delivery Option	Summary of this Option	Issues to consider in choosing this option
Forklift	<ul style="list-style-type: none"> Project is loaded onto the truck at the warehouse using a forklift and unloaded using the forklift provided by the client on site. 	<ul style="list-style-type: none"> The most popular and cost-effective option for commercial projects. Provides offloading flexibility for the customer at site. Deliveries have a two-hour on-site time slot allocated, after which additional charges will apply. All Metro deliveries are completed to meet client timeslots 9am – 5pm Weekdays excluding Public Holidays.
Tailgate & Trolley Jack	<ul style="list-style-type: none"> Project is loaded onto a truck at the warehouse that is equipped with a tailgate and trolley jack for unloading. 	<ul style="list-style-type: none"> Popular for projects where the customer cannot provide a forklift for offloading the delivery. 5-Hour delivery window. Planters cannot be double stacked.
Hiab	<ul style="list-style-type: none"> Product is loaded onto a truck at the warehouse that has a crane on the truck (Hiab) – used to unload. 	<ul style="list-style-type: none"> This option must be selected for the delivery of oversized products greater than 2400mm width or length where a forklift with extended tines is not available. All day delivery window. Approximately twice as expensive as the standard forklift delivery option. The most expensive and inflexible option.

<p>Crane (Tower or Mobile)</p>	<ul style="list-style-type: none"> Project is loaded onto a flatbed truck at the warehouse and is unloaded using tower or mobile crane provided by the client. 	<ul style="list-style-type: none"> This option must be selected when a customer’s crane is to be used to unload directly from a truck. Limitations on delivery truck stacking may necessitate additional trucks for the delivery of an order. Deliveries have a one-hour on-site time slot allocated, after which additional charges will apply. Satu Bumi recommends using a site forklift where available and then craning into the building. This will reduce the customer’s costs, meets OH&S standards, and allows for planter unpacking before craning if required. Lifting lugs will require certification which Satu Bumi can arrange if requested.
<p>Warehouse Pickup</p>	<ul style="list-style-type: none"> Customer arranges its own transport and collects directly from the warehouse. 	<ul style="list-style-type: none"> There will be some warehouse management charges. For warranty, customer must inform Satu Bumi of any damage before removing any products from the warehouse. Not available at all warehouses as some of our warehouse facilities are bonded and do not allow access.

Satu Bumi’s Additional Responsibilities

- Satu Bumi will work with the customer to assist in choosing the best transport option.
- Satu Bumi will ensure that the customer is well informed during the whole transport and delivery process no matter which transport/delivery option is selected.

Customer’s responsibilities

- The customer must advise Satu Bumi if there is difficult access to a delivery site such as narrow streets, one way traffic, low lying tree branches, powerline hinderance, uneven surfaces, steep inclines, stairs, or anything else that may slow down or delay delivery.
- The customer must confirm a delivery date with Satu Bumi at least five business days prior to the required delivery date.

Additional Information

- Placement of products on-site is not included in any of the transport/delivery options.
- Satu Bumi’s warranty does not include product damage incurred by the customer or third parties during installation.
- Delivery options should be discussed in more detail with a Satu Bumi representative to ensure the right option is chosen.