

General Terms

1. These Terms and Conditions ("Terms") govern your use of the Reece website and any applications ("Apps") provided by Reece Group™ ("Reece"). By accessing or using the website or Apps, you agree to comply with these Terms.
2. These Terms and Conditions are governed by the jurisdiction of Victoria, Australia.
3. Transactions conducted via the website or Apps will be processed in Australian dollars. You must be at least 18 years of age to use the website or Apps and by your use of the website and any Apps you are deemed to have agreed that you meet the age requirement.
4. Reece reserves the right to cancel or restrict your access to the website or Apps, without notice if you breach these Terms. If you have a trade account with Reece or any of its Related Companies (as defined by the Corporations Act 2001 (CTH)) you agree in addition to these Terms you are bound by the Terms of that account.
5. The website may contain links to third-party websites. Reece is not responsible for the content or functionality of these external websites and you must ensure you comply with any terms and conditions that apply to these websites.
6. Reece may use cookies or other tracking technologies to collect data regarding your use of the website.
7. Subject to your statutory rights under Australian law, Reece disclaims liability for any loss or damage arising from your use of the website or Apps, including any direct, indirect, special or consequential loss (which includes, without limitation: loss of revenue, profits, data, business or anticipated savings; loss of goodwill or reputation; and business revenue, profits, data, business or anticipated savings; loss of goodwill or reputation; and business interruption.
8. Reece complies with the Privacy Act and takes your privacy seriously and our Privacy Policy is incorporated into these terms. For details on how Reece collects and uses personal information, please refer to the Privacy Policy available on the website.
9. The website and App's are provided on an "as is" and "as available" basis. We do not guarantee that they will be secure or free from bugs or viruses or function without interruption or errors. You are responsible for configuring your information technology, computer programmes and platform to access this Website and should use your own virus protection software. By accessing this Website, you assume all risks associated with its use,

including but not limited to the risk that your computer, software or data may be damaged by any virus transmitted by this Website.

10. You must not (and must not permit a third party to):

- a. use this Website or its Content in breach of any applicable laws or regulations;
- b. use this Website or App to harm, abuse, harass, stalk, threaten or otherwise offend others;
- c. misuse this Website or App by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technically harmful;
- d. attempt to gain unauthorised access to this Website or App, the server on which this Website or App is stored or any server, computer or database connected to this Website or App;
- e. use any method or process (including data scraping, web-bots, collection or accumulation tool, robot, spider or scripted responses) for the purpose of obtaining, processing, copying, replicating, distributing, reconfiguring, republishing, viewing, assessing, analysing, modifying or repackaging the Content;
- f. circumvent, disable or otherwise interfere with security-related features of this Website or App; and
- g. do anything which will or may damage or disrupt access to this Website or App.

Intellectual Property

11. All intellectual property rights in the website, app, and their content are owned by us, including material created by third parties or licensors which is used under lawful authorisation or licence. You are not entitled to copy, modify, adapt, distribute, or use any of this material in any manner unless we have provided you with prior written permission. Unauthorised use, reproduction, or disclosure of any intellectual property, whether in whole or in part, is strictly prohibited.

12. Any attempt to reverse engineer, decompile, disassemble, or otherwise access or modify the source code, software, or technical infrastructure of the website or app is expressly forbidden. You must not perform or permit any action that would detrimentally affect or alter any intellectual property or technological element associated with the website or app.

13. We grant you a limited, personal, non-transferable licence to access and use the website and app strictly for lawful purposes and subject to these terms and conditions. This licence does not grant you any rights in the intellectual

property, other than the ability to access and utilise the website and app as permitted.

14. All statutory rights available to you under Australian law are reserved and no aspect of this clause shall restrict those statutory.

Online Ordering

15. If you use the website, Apps, or any device to order products or services, you are responsible for maintaining the confidentiality of your personal details, password, and payment information.
16. You acknowledge that you may remain logged in after closing the browser or App. It is your responsibility to ensure the security of your account.
17. You are fully responsible for any actions taken by other individuals using your login credentials, including any orders placed.
18. Reece will make reasonable efforts to ensure the availability and timely delivery of products and services ordered via the website, Apps, or devices. However, Reece is not liable for delays, unavailability, or other issues beyond its control.
19. Orders placed via the website, Apps, or devices rely on third-party infrastructure and systems. Reece is not responsible for delays or lost communications caused by events outside its control. A binding agreement is formed only upon Reece's acknowledgment of your order.
20. Reece strives to ensure the accuracy of information on the website. However, you agree that Reece may correct errors and that you will not exploit such errors.
21. Subject to statutory rights and Cl 24, Reece's liability is limited to the replacement, repair, or payment for the repair or replacement of products or services.
22. Reece does not guarantee the suitability of products or services for your specific needs. You are responsible for making informed choices.

Consumer Law

23. The Australian Consumer Law (or New Zealand equivalent) set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth) provides consumers with a number of protections including guarantees that cannot be excluded, restricted, or modified.
24. Nothing in these Terms and Conditions has the effect of excluding, restricting or modifying a consumer's rights under the Australian Consumer

Law or any other applicable statutory rights that cannot be excluded, restricted or modified.

25. However, where the Australian Consumer Law permits liability to be limited in respect of any services provided pursuant to these Terms and Conditions that are not of a kind ordinarily acquired for personal, domestic or household use or consumption, then we limit our liability in the manner and to the fullest extent permitted under the Australian Consumer Law, at our option, to the supply of the services again or the payment of the cost of having the services supplied again.

Voice Ordering Feature

21. By using the voice ordering feature, you consent to the recording and processing of your voice. Your voice input will be transmitted to Reece systems, including third-party systems located overseas, for the purpose of converting your speech into text and matching it to relevant products. This process may involve the use of artificial intelligence (AI) technologies.
22. Reece retains the generated text and associated product matches to enhance the accuracy and functionality of its services. However, Reece does not retain the audio recordings of your voice. Your voice recordings and the text generated from them will not be used to train AI models.
23. Reece collects and processes information in accordance with its Privacy Policy, which is available on the website.