

Services Agreement

CRATE MATES AUSTRALIA PTY LTD

THIS SERVICES AGREEMENT (this “Agreement”) sets out the terms and conditions on which Crate Mates Australia Pty Ltd ACN 691 907 301 / ABN 60 691 907 301, a company incorporated in Australia (“Crate Mates”, “we”, “us” or “our”), provides services to the customer named in an order, application or account (the “Customer”, “you” or “your”).

You accept this Agreement when you do any of the following: (a) provide a written or electronic signature; (b) cause an authorised representative to provide a written or electronic signature; (c) create, or attempt to create, an account with us on our website (the “Website”) at cratematesstorage.com.au (an “Account”); (d) attempt to or in any way use the Website to order one or more crates (each, a “Crate”, and collectively, the “Crates”); (e) load or store goods in a Crate; or (f) pay for any of our services. Schedules annexed to, or referred to in, this Agreement form part of this Agreement. Capitalised terms used in any Schedule but not otherwise defined there have the meaning given to them in this Agreement.

This Agreement applies to all current and future services we provide to you, and to all current and future orders you place. In consideration of the matters set out above and the mutual promises in this Agreement, the parties agree as follows.

1 Services

Subject to the terms and conditions of this Agreement, you engage us to provide one or more portable storage Crates and, at your request, to deliver, collect and transport the Crates. You may elect to have your Crates stored at our secure facility in metropolitan Adelaide (the “Facility”) or remain at your designated address (your “Premises”). Where you elect to have your Crates stored at the Facility following a “Packing Period”, you agree that we may store the Crates at any available facility operated by us or our service providers from time to time, as determined in our reasonable discretion. Crate Mates does not allow onsite customer access to the storage facility. To access your items, you must book a “Crate Recall”. By using a Crate you acknowledge that you have had the opportunity to examine it and that it is satisfactory for the purposes for which you intend to use it. Except as required by applicable law, you acknowledge and agree that no bailment or deposit of goods for safe-keeping is intended or created by this Agreement. The parties intend that warehousing, deposit-for-safekeeping or similar laws will not apply to this Agreement except to the

extent required by mandatory provisions of law. The current services are offered to pick up locations within a 50km radius of the Adelaide, South Australia GPO.

2 Account; payment authorisation

When ordering a Crate for the first time through the website, you must create an Account. When you purchase a Crate storage subscription, a unique code will be allocated to each of your Crates purchased. Once a Crate is allocated with you it cannot be reassigned to a different account. From that point all return requests, additional orders and other communications are managed through the Account, which is the primary mode of communication with us. To request the return of a Crate, you must initiate the request through the Account (the “Crate Recall”). You agree to provide and maintain current and accurate credit/debit card or other electronic payment details in the Account so that subscription fees, retrieval fees and other charges can be processed. You authorise us to charge your payment method, without further signature, for all recurring fees, retrievals and other charges owed by you. If your payment method expires, is declined, or otherwise requires updating, we will notify you by email at the address recorded in your Account. You are responsible for keeping your contact details current in the Account and for the security of your Account credentials. You must immediately notify us of any unauthorised use of your Account.

In addition to this Agreement, our services (including the Website) are subject to our Terms of Use and Privacy Notice (together, the “Posted Terms”), each of which is incorporated by reference. Where there is any conflict between this Agreement and the Posted Terms, this Agreement prevails.

3 Subscription fees; billing

Pricing and billing details are set out in Schedule A. Pricing and fees may be altered periodically by Crate Mates Australia Pty Ltd. Crate Mates Australia Pty Ltd will give at least 30 days written notice prior to any pricing change. The headline terms are:

Subscription Fee – \$25.00 (AUD) per Crate per month for a single Crate, with volume discounts as set out in Schedule A, scaling down to \$15.00 per Crate per month for ten (10) or more Crates.

Initial Term – a minimum subscription term of three (3) months applies to your initial order (the “Initial Term”). Following the Initial Term, your subscription continues on a month-to-month basis until cancelled in accordance with clause 12.

Billing – Subscription Fees are billed monthly in advance on the same date of each month (the “Billing Date”) to your default payment method on file.

Add-On Orders – You may order additional Crates at any time (“Add-On Orders”). Add-On Orders are billed at the per-Crate rate that applies to your total Crate count, and aligned to your existing billing cycle.

GST – All fees are stated in Australian dollars and are inclusive of GST unless otherwise stated. We will provide tax invoices in accordance with A New Tax System (Goods and Services Tax) Act 1999 (Cth).

Refunds – Subject to your rights under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)) (the “ACL”), Subscription Fees already paid are non-refundable. Time is of the essence in respect of all payment obligations under this Agreement. If there is a dispute in relation to billings or subscriptions the customer should make written contact with Crate Mates Australia Pty Ltd as soon as possible.

4 **Late charges; other fees**

If you fail to pay any Subscription Fee by the seventh (7th) day after the Billing Date, you must pay (in addition to any other amounts) the Late Fee set out in Schedule A, per Crate, for each delinquent payment. Those obligations survive any termination or cancellation of this Agreement. To the extent permitted by law, you are responsible for our reasonable costs of recovery of any unpaid fees, including reasonable legal costs. Additional fees may be incurred for expedited delivery, redelivery, additional services or excess weight, and are set out in Schedule A. A flat Retrieval Fee (see Schedule A) is charged each time you request a Crate be retrieved from our Facility. Where we elect (in our discretion) to accept a Crate that exceeds the maximum permitted weight set out in Schedule A, an Excess Weight Fee may be charged. All “excess” fees are imposed at our reasonable discretion.

5 **Limits on use; prohibited items**

We have no knowledge of the kind, quantity or value of personal property or other goods you store in a Crate. If a Crate is stored at the Facility, you specifically acknowledge and agree:

1. the Crate may be used for storage only, and use for the conduct of business or for human or animal habitation is strictly prohibited ;
1. the Crate must not be used to store any items on our Prohibited Items List (see clause 5(d) below);
1. you assume full responsibility and liability for packing your property in the Crate and for securing your property for transport, including ensuring the weight is evenly distributed throughout the Crate and does not exceed the maximum weight set out in Schedule A;

1. Prohibited Items. You must not store any of the following items in a Crate: (i) live organisms (including animals and plants); (ii) flammable or combustible liquids; (iii) hazardous materials and substances including corrosives, oxidisers, solvents, toxic or radioactive material; (iv) lithium-ion batteries; (v) compressed gases and aerosols; (vi) perishables (including food); (vii) explosives, firearms, weapons or ammunition; (viii) drugs, any illegal substances including stolen property or counterfeit goods; (ix) currency, bullion, securities or other monetary instruments; or (x) any item the storage or transport of which would breach any applicable law; (xi) any item that could leak, smell, cause contamination, or damage other property.

1. Discouraged Items. We strongly discourage the storage of any priceless, irreplaceable or high-value items including jewellery, antiques, watches, fine art, financial or other important documents and family heirlooms. We also discourage storage of electronics or other items sensitive to temperature or humidity or fragile items. We will not be liable for such items beyond the limits set out in clauses 6 and 8.

1. we may reject and return any Crate to you (at your cost) if we reasonably suspect a breach of this clause 5. You will reimburse us for any damage to equipment or injury to personnel caused by a breach of this clause 5.

6 Customer risk; insurance

Subject to applicable law (including the ACL) you assume all risk of loss or damage to, or theft of, your property stored in a Crate, however caused, including without limitation by burglary, shifting of contents in transit, mysterious disappearance, fire, water, rodents, insects, vermin, earthquake, acts of God, vandalism, mould or mildew, regardless of whether the Crate is stored at the Facility or in transit. You acknowledge that our liability for any damage to or loss of your property is limited as set out in clause 8.

7 Access and inspection

We may open and inspect any Crate, without prior notice, where: (i) we reasonably suspect the Crate contains Prohibited Items, is being used for unlawful purposes, or poses a risk to health, safety or property; (ii) we are required to do so by law, regulation, court order, or at the request of a law enforcement or other governmental authority; or (iii) in the event of an emergency or where immediate access is necessary to prevent harm or damage. We will only release a Crate to a person other than you if we are presented with a valid court order or a binding ruling from a tribunal or arbitrator.

8 Limitation of liability

Nothing

in this Agreement excludes, restricts or modifies any guarantee, right or remedy that you may have under the ACL or any other law that cannot lawfully be excluded, restricted or modified by agreement. Subject to that paragraph, and to the maximum extent permitted by law:

we and our officers, employees, contractors and agents (our “Personnel”) are not liable to you or any other person for any loss, damage or claim however caused, except to the extent caused by our fraud, wilful misconduct or wilful breach of law; to the maximum extent permitted by law, you release us and our Personnel from any responsibility for any loss, liability, claim, expense, damage to property or injury to persons in excess of the limits set out in Schedule A; to the maximum extent permitted by law, we are not liable for any consequential, special, indirect, punitive or incidental loss or damage, loss of profit, loss of revenue, loss of opportunity, loss of data or loss of goodwill, including in respect of any emotional or sentimental attachment to your property; and where our liability for breach of a non-excludable guarantee under the ACL cannot be excluded but may be limited, our liability is limited (at our option) to: (i) the supply of the services again; (ii) the payment of the cost of having the services supplied again; or (iii) the repair, replacement or refund of the relevant goods.

In the event that your Crate (if stored at the Facility) breaks or otherwise becomes unfit for its intended purpose, we will (at our own expense) transfer your property to a replacement Crate, add the new Crate to your Account and notify you that we have done so.

9 Customer responsibilities

You as the customer are responsible for:

Packing your items safely and securely.

Ensuring Crates close properly and secured using the zip-tie locking mechanisms provided by us to secure each crate prior to pick-up.

Ensuring each Crate does not exceed the weight limit of 25kg per Crate

Ensuring no prohibited items are placed into any Crate.

We may refuse to move any Crate that is not properly secured, overweight or we believe to contain prohibited items.

10 Customer representations and warranties

You

represent and warrant that: (i) you are the legal owner of, or have authority to deal with, all contents of each Crate; (ii) you are at least eighteen (18) years of age; (iii) you are acting on your own behalf (or, where you are acting on behalf of an organisation, you have authority to bind that organisation); and (iv) your use of the Crates and the Website does not and will not breach any applicable law, regulation or any Crate Mates policy. If we reasonably determine that you have breached any of the above, we may terminate this Agreement and your subscription without notice.

11 Disclaimer

To the maximum extent permitted by law, and subject always to the non-excludable consumer guarantees in the ACL, we disclaim all implied or express warranties, guarantees and representations as to the nature, condition, safety or security of the Crates and the Facility, including any warranties of merchantability or fitness for a particular purpose. While we offer a 48-hour return guarantee on business days (as described on the Website), we make no warranties or guarantees as to exact pick-up or delivery times beyond what is expressly stated on the Website.

12 Term; termination; cancellation

This Agreement starts when accepted in accordance with the introduction to this Agreement and continues for the Initial Term and, thereafter, on a month-to-month basis until cancelled in accordance with this clause 12.

Cancellation by you. After the Initial Term you may cancel your subscription at any time by giving notice via your Account or by email to hello@cratematesstorage.com.au . Cancellation takes effect at the end of the then-current monthly billing cycle, and you may continue to use the services until that date.

Cancellation by us. We may terminate this Agreement, your subscription or any order for any reason (or no reason) by written notice to you. We may terminate immediately for cause (including non-payment, breach of clause 5 or clause 10, or fraud).

Effect of cancellation. If at the time of cancellation, you have paid all Subscription Fees and other amounts then due, we will promptly return any Crates in our possession together with the property stored in them, subject to clause 15. If you cancel during the Initial Term, we may charge the balance of Subscription Fees payable for the remainder of the Initial Term.

Return of Crates after cancellation. On cancellation, all Crates in your possession must be properly packed, sealed and made available for collection by us within ten (10) calendar days of the effective date of cancellation. You may instead elect to keep your Crates by paying the Keep-Crate Fee set out in Schedule A. If a Crate is not made available within the ten (10) day period, we may charge the Unreturned Crate Fee set out in Schedule A. Our rights under this clause are in addition to, and not in lieu of, any other rights or remedies.

13 Default

The following are events of default: (a) you fail to pay any Subscription Fee or other amount when due; or (b) you fail to comply with any other material term of this Agreement.

14 Remedies on default

On the occurrence of an event of default which is continuing, we may (at our election and to the extent permitted by law): (i) deny you access to your property stored in a Crate at the Facility; (ii) terminate this Agreement by notice to the email address recorded in your Account; (iii) charge you for our reasonable costs of recovery (including legal costs); (iv) suspend or restrict access to your Account until the relevant balance is paid; and/or (v) pursue any other remedies available at law or in equity. Our remedies (including our security interest under clause 15) are cumulative.

15 Security interest; sale of contents

If fees remain unpaid for more than 60 days, Crate Mates may consider the stored property abandoned. We reserve the right to dispose of, auction, or otherwise handle abandoned goods in accordance with Australian Consumer Law and relevant state legislation. If you are in default we may withhold access to the Crate(s) until outstanding balances are paid. We will notify you of any excess sale proceeds and pay any unclaimed excess proceeds to the relevant authority as required by law.

16 Condition of Crate on termination; abandoned property

On termination of this Agreement for any reason we will return any Crate in our possession, together with the property stored in it, subject to our security interest under clause 15. Any property left in a Crate after it has been returned to us shall be deemed abandoned by you and, to the extent permitted by law, you authorise us to remove that property and dispose of it in any commercially reasonable manner. Nothing in this Agreement imposes a duty on us to safeguard property in a Crate beyond the obligations expressly set out in this Agreement. While the Crate is not in our possession, you accept responsibility for theft of, or damage to, the contents of the Crate.

17 Governing law; jurisdiction

This

Agreement is governed by the laws of South Australia and the Commonwealth of Australia. Each party irrevocably and unconditionally submits to the exclusive jurisdiction of the courts of South Australia and the courts competent to hear appeals from those courts. Each party irrevocably waives any objection to the venue of any proceeding in those courts or that any proceeding has been brought in an inconvenient forum.

18 Dispute resolution

If a dispute arises out of or in connection with this Agreement (including any question regarding its existence, validity or termination) (a "Dispute"), the party raising the Dispute must give written notice to the other party setting out the nature of the Dispute and the outcome sought (a "Dispute Notice"). Within ten (10) business days of receipt of a Dispute Notice, a representative of each party with authority to settle the Dispute must meet (in person, by telephone or by video conference) and use their best endeavours to resolve the Dispute by good-faith negotiation. If the Dispute is not resolved within twenty (20) business days of the Dispute Notice (or such longer period as the parties agree in writing), either party may refer the Dispute to mediation administered by the Australian Disputes Centre (or such other mediator as the parties agree), with the costs of mediation shared equally. Nothing in this clause prevents either party from seeking urgent injunctive or other equitable relief from a court of competent jurisdiction where necessary to protect their rights pending resolution of the Dispute. If the Dispute remains unresolved following mediation, either party may pursue their rights under clause 17 (Governing Law; Jurisdiction).

19 Notification of claims

Subject to applicable law (including the ACL), you must notify us in writing of any claim within thirty (30) days of the earlier of (i) your initial discovery of the event giving rise to the claim and (ii) the expiry or termination of this Agreement. Failure to notify us within that period may, to the extent permitted by law, prejudice your claim.

20 Assignment

You may not assign or transfer any of your rights or obligations under this Agreement without our prior written consent. We may assign or transfer this Agreement (in whole or in part) without your consent, including in connection with a sale of all or substantially all of our business or assets. This Agreement is binding on and ensures to the benefit of the parties and their respective successors and permitted assigns.

21 Force majeure

We will not be liable for any delay, interruption or failure to perform any obligation under this

Agreement, and our performance will be excused, to the extent caused by circumstances beyond our reasonable control, including any act of God, act of government, insurrection, riot, national emergency, war, terrorism, inability to secure adequate labour or materials, strikes or other labour difficulties, failure or delay of transportation, fire, flood, storm, explosion, severe weather, earthquake, epidemic or pandemic.

22 Communications

You consent to us monitoring and recording phone calls and other communications for quality, training and compliance purposes. By providing a mobile phone number to us, you consent to receive operational communications by SMS regarding your subscription, deliveries, pick-ups, retrievals and account matters. You may opt out of marketing electronic messages at any time using the unsubscribe facility in those messages (in accordance with the Spam Act 2003 (Cth)). Operational communications relating to your subscription may continue regardless of any opt-out.

23 Updates

We may amend this Agreement (including Schedule A) from time to time by posting the updated version on the Website, sending it by email to the address recorded in your Account, or otherwise notifying you. Your continued use of the Website, the Crates or your subscription after any change indicates your acceptance of the change. If you do not agree to a change, your sole remedy is to cancel in accordance with clause 12.

24 Entire agreement

This Agreement (together with the Posted Terms and any schedule or document expressly incorporated by reference) constitutes the entire agreement between the parties in relation to its subject matter and supersedes all prior agreements, understandings and representations. No oral statement or promise by any of our Personnel that conflicts with this Agreement has any binding effect.

25 Electronic communications and signatures

Using the Website, sending us emails and completing online forms constitute electronic communications. You consent to receive communications from us by electronic means (including email) and you agree that any agreements, notices, disclosures and other communications we provide to you electronically satisfy any legal requirement that those communications be in writing. Creating an Account or otherwise accepting this Agreement constitutes your electronic signature for the purposes of the Electronic Transactions Act 1999 (Cth) and the Electronic Communications Act 2000 (SA), and is binding between you and us. You waive any rights or requirements under any

applicable law that requires an original signature or the delivery or retention of non-electronic records.

26 Notices and contact

Any notice or other communication under this Agreement must be in writing and sent to the addresses below (or such other address as a party notifies in writing). Notices to you will be sent to the email address recorded in your Account. Notices to us must be sent to:

NOTICES TO CRATE MATES

Crate Mates Australia Pty Ltd

ACN 691 907 301 | ABN 60 691 907 301

Email: hello@cratematesstorage.com.au

This Agreement was last updated on 7 June 2026.

A Schedule A — Fees, Charges, Billing and Other Terms

All fees are in Australian dollars (AUD) and GST-inclusive unless stated otherwise. Capitalised terms have the meaning given to them in this Agreement. Pricing may be amended at times by Crate Mates and will be communicated with at least 30 days’ notice.

Subscription Fees (per Crate per month)

NUMBER OF CRATES	PRICE PER CRATE / MONTH (AUD)	NOTES
1 Crate	\$25.00	Standard rate
2 Crates	\$24.00	
3 Crates	\$23.00	
4 Crates	\$22.00	
5 Crates	\$21.00	
6 Crates	\$20.00	
7 Crates	\$19.00	

Subscription Fees (per Crate per month)

NUMBER OF CRATES	PRICE PER CRATE / MONTH (AUD)	NOTES
8 Crates	\$18.00	
9 Crates	\$17.00	
10 Crates or more	\$15.00	Best rate

Other Fees and Charges

FEE	AMOUNT (AUD, GST INC.)	NOTES
Delivery (empty Crates to your Premises)	No Charge	Within the Service Area
Pick-up (full Crates from your Premises)	No Charge	Within the Service Area
Retrieval Fee (per Crate Recall)	\$10.00 per Crate	Delivered within 48 hours (business days)
Late Fee	\$20.00 per Crate	Applied 7 days after Billing Date
Excess Weight Fee	From \$10.00 per Crate	Crates exceeding 25 kg including the crate
Excess Distance Fee	Quoted on request	Outside the Service Area
Keep-Crate Fee	\$40.00 per Crate	To keep the Crate after cancellation
Unreturned Crate Fee	\$40.00 per Crate	Crates not made available within 10 days of cancellation

Crate Specifications

Dimensions: External Dimensions: L 671mm x W 450mm x H 315mm. Approx internal volume of 68 Litres

Maximum weight per Crate: 25 kg including crate

Locking: secured by coded zip-tie supplied by Crate Mates.

Defined terms

Active Crate: A Crate that is paired with an Account. Crates have a unique code that is paired with a customer account at time of purchase.

Pending Crate: A Crate that is not paired with an Account. If a Customer in good standing cancels their subscription, all of the Customer's Crates become Pending Crates.

Initial Order: an order placed by a Customer who does not have any Active Crates at the time of order.

Add-On Order: an order placed by a Customer who has Active Crates at the time of order. Initial-order discounts do not apply to Add-On Orders.

Retrieval: A Crate Recall in which we deliver a Crate back to the Customer from the Facility.

Service Area: the area within a 50 km radius of the Adelaide GPO, as that area may be expanded by us from time to time, or serviced through quoted Excess Distance Fees set out in Schedule A

Packing Period: fifteen (15) business days following delivery of empty Crates.

Sales and promotions. We may from time to time offer sales, promotions, launch offers or discounts (e.g. the "CRATE2026" launch offer) to new or existing Customers in our sole discretion, subject to terms made available on the Website.

[End of Services Agreement]