

REFUND AND CANCELLATION POLICY

1.1 The Customer may cancel or amend an order by providing written notice to Purple Cow Industries no less than three (3) business days prior to the agreed delivery date.

(a) Where cancellation is effected less than two (2) business days prior to the delivery date, the Customer shall be liable to pay a cancellation fee equal to ten percent (10%) of the total invoiced amount.

(b) Where cancellation occurs on the scheduled delivery date, the Customer shall be liable to pay a cancellation fee equal to twenty percent (20%) of the total invoiced amount.

1.2 Any request by the Customer to vary the details of an order shall be subject to the absolute discretion of Purple Cow Industries. The Customer acknowledges that any such variation may incur additional charges, including but not limited to, fees associated with changes to the service requirements and any reasonable costs incurred by Purple Cow Industries.

1.3 The Customer acknowledges and agrees that failure to provide timely notice of cancellation or variation in accordance with this Clause 1 will result in the forfeiture of any amounts already paid, and the Customer shall not be entitled to any refund.

1.4 Purple Cow Industries reserves the right to cancel any order at its sole discretion at any time prior to the scheduled delivery date, in circumstances where it is unable to supply and/or deliver the skip bin or perform the services on the date or time requested by the Customer.

1.5 In the event that Purple Cow Industries cancels an order pursuant to Clause 1.4, the Customer shall be entitled to a full refund of all monies paid in respect of the cancelled order, unless otherwise agreed in writing. Purple Cow Industries shall not be liable for any further compensation or damages arising from such cancellation.

1.6 Purple Cow Industries shall have the right to cancel this Agreement, without limiting its other rights and remedies, in the event that, upon arrival at the site, it determines that access is restricted, unsafe, or otherwise unsuitable for delivery due to gradient, environmental conditions, or the existence of any occupational health and safety risks.

1.7 In the event that the skip bin contains prohibited materials, is overloaded beyond its capacity, has materials protruding beyond its physical dimensions, or where payment has not been received in full prior to delivery, Purple Cow Industries shall be entitled to immediately terminate this Agreement and, at its discretion, deposit the contents of the skip bin at the site address. The Customer shall bear all risks and liabilities arising from such action.