

Futile Delivery

Definition:

If delivery of any item of equipment by FBAU to the Site is prevented by the Customer due to any of the Futile Delivery Reasons, The Customer may be required to pay the Futile Delivery Charge. In order for such Futile Delivery Charge to apply, FBAU shall reasonably determine and/or verify (as the case may be) that the relevant Futile Delivery Reason applies; this, as a minimum, will involve FBAU seeking to make contact with the nominated site contact.

Reasons:

Reason	Explanation
Physical Site or Network Not ready	Final Delivery Location is not accessible as it may be: <ul style="list-style-type: none"> • Under Construction / Being Renovated • Not a Suitable Location due to inadequate space required for equipment. • No Power or Network available
Site Contact Not Available	Main contact is not available or reachable on the day. No one else on site available to direct the crew on Final Delivery Location for the equipment
Physical Site Closed	Building/Premises is not accessible and appears closed. No one onsite or reachable to open and provide access.
Cancelled	Customer requests on the day of delivery or when the crew arrive onsite to: <ul style="list-style-type: none"> • Cancel Booking and place on Hold • Cancel Booking as no longer wanted/required. • Cancel Booking and request a new date to be booked

Futile Collection

Definition:

If Collection of any item of Equipment from the Site is prevented by the Customer due to any of the Futile Collection Reasons, the Customer may be required to pay the Futile Collection Charge. In order for such Futile Collection Charge to apply, FBAU shall reasonably determine and/or verify (as the case may be) that the relevant Futile Collection Reason applies; this, as a minimum, will involve FBAU seeking to make contact with the nominated site contact.

Reasons:

Reason	Explanation
Physical Site Not ready	Collection Location is not accessible as it may be Under Construction / Being Renovated
Site Contact Not Available	Main contact is not available or reachable on the day. No one else on site available to direct the crew on Collection Location of the equipment
Physical Site Closed	Building/Premises is not accessible and appears closed. No one onsite or reachable to open and provide access.
Cancelled	Customer requests on the day of delivery or when the crew arrive onsite to: <ul style="list-style-type: none"> • Cancel Booking and place on Hold • Cancel Booking as no longer required/ want to keep. • Cancel Booking and request a new date to be booked
Still in Use	Customer will not release or allow the equipment to be removed as they are or want to continue to use the equipment
Device not on site	Equipment is unable to be found for removal. No one onsite is able to confirm the collection location.

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