

admin@skiptracingaustralia.com

**Trusted Legal Support Services | Licensed Investigators** 

# **Terms and Conditions**

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# **Terms and Conditions**

#### ABOUT SKIP TRACING AUSTRALIA

Skip Tracing Australia is a licensed private investigation agency that specialises in locating individuals for a variety of purposes, including debt recovery, missing persons, and legal proceedings. As a professional investigative service, we operate in full compliance with all applicable Australian federal and state laws, including the Privacy Act 1988 (Cth), National Privacy Principles and the Australian Consumer Law, which regulate the handling of personal information and protect the rights of individuals.

Our skip-tracing practices are entirely legal and ethically conducted. We ensure that all information obtained and utilised is gathered lawfully and without breaching privacy laws or other legal obligations. We employ a range of methods and tools to achieve results while upholding the highest standards of professionalism, confidentiality, and respect for individual privacy.

We are committed to delivering exceptional services. From skip tracing to background checks, locating beneficiaries, and process serving, we pride ourselves on providing accurate and timely results with unparalleled professionalism and expertise. Our clientele includes domestic and international clients, as we offer skiptracing services worldwide.

Additionally, we offer a range of legal support services within Australia, including skip tracing, field calls, process serving, vehicle repossessions, and other investigative services aimed at asset recovery and credit collection.

Our team comprises Licensed Private Investigators, Field Agents, and Mercantile Agents. With years of collective experience in skip tracing, private investigations, field & discovery calls, debt collection, and asset repossessions, we have established strong relationships with numerous licensed and experienced agents throughout Australia and internationally.

#### **OUR VALUES**

At Skip Tracing Australia, our values guide everything we do. They reflect our commitment to providing exceptional investigative services while maintaining the highest standards of integrity, professionalism, and respect for privacy.

## Professionalism

We conduct all our services with the utmost

professionalism. From delivering accurate and timely results to maintaining confidentiality, our approach is built on a foundation of respect, discretion, and excellence in service delivery.

### **Ethical Compliance**

Our operations are grounded in full compliance with Australian laws, including the Privacy Act 1988 (Cth), National Privacy Principles and other relevant legislation. We ensure all investigations are conducted lawfully, ethically, and with respect for the rights of all parties involved.

### Confidentiality and Privacy

We prioritise the privacy and confidentiality of our clients and the subjects of our investigations. All information is collected, used, and managed in compliance with legal standards, ensuring its protection at all times.

### Diligence and Accuracy

We pride ourselves on our thorough investigation methods and our commitment to accuracy. Whether it's skip tracing, background checks, or surveillance, we ensure every detail is meticulously verified, and we offer a recheck guarantee to maintain the highest level of service quality.

### Client-Centric Service

Our clients are at the heart of everything we do. We strive to provide clear communication, transparent pricing, and responsive service to meet your unique needs and exceed your expectations.

#### Integrity

Honesty and ethical conduct are non-negotiable at Skip Tracing Australia. We deliver results you can trust, maintaining transparency and accountability in all our interactions.

#### Commitment to Results

We are dedicated to achieving successful outcomes for our clients. Whether through skip tracing, process serving, or surveillance, we are committed to delivering reliable and actionable results while upholding our ethical standards.

### 1. APPLICATION OF TERMS

These terms apply to any person or entity ('you/your') accessing, copying our link(s), or referring to someone www.skiptracingaustralia.com ('our/the website').

This website is owned and operated by Skip Tracing Australia Pty Ltd ('we/our/us'). You agree to be bound by







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these terms by accessing and using our website.

We reserve the right to amend these terms and conditions. If amended, we will post the updates on our website. It is your responsibility to check for updates that may affect you regularly. We do not individually notify you of these revisions.

It doesn't mean we're giving up that right if we don't enforce a part of these Terms. If a court finds any part of these Terms invalid or unenforceable, the rest of the Terms will still apply.

These Terms constitute the entire agreement between us and you regarding the service. Any previous agreements are superseded by these terms and conditions.

These terms and conditions are to be read and used with our Privacy Policy.

#### 2. PRODUCTS OR SERVICES

Skip Tracing Australia offers a range of services such as but not limited to:

### (i) Skip Tracing

Our skip tracing service may involve locating individuals who are challenging to find, often for purposes such as debt recovery, legal proceedings, or reconnecting with lost contacts. This process includes the use of various methods, such as database searches, analysis of public records, social media investigation, and other lawful information-gathering techniques. All skip-tracing activities are conducted in accordance with Australian laws, including the Privacy Act 1988 (Cth), which governs the collection, use, and disclosure of personal information, as well as any other relevant state and federal legislation. We ensure that all information is obtained legally and ethically, respecting the privacy rights of individuals while providing our clients with accurate and up-todate information to facilitate the resolution of their matters.

### (ii) Background Checks

Our background check service may involve collecting and verifying information about an individual or entity to assist clients in making informed decisions. This process may include searches of publicly available records, verification of employment and education history, checks of criminal and civil litigation records, and other

relevant checks as requested. All background checks are conducted in strict compliance with Australian laws, including the Privacy Act 1988 (Cth) and associated Australian Privacy Principles, which govern the collection, use, and disclosure of personal information. We ensure that all information is obtained lawfully, ethically, and with due regard for the privacy and rights of the individuals involved. Our goal is to provide our clients with accurate, comprehensive, and reliable information to support their decision-making needs.

# (iii) Online Investigations

Our online investigation services may involve thorough research and analysis of digital footprints, social media profiles, and other online sources to gather relevant information about individuals or entities. We provide insights and intelligence to support our clients' objectives and decision-making processes.

### (iv) Process Serving

Our process serving service may involve delivering legal documents, such as subpoenas, summonses, or court orders, to individuals or entities involved in legal proceedings. We ensure timely and proper service of process in compliance with legal requirements, facilitating the legal process for our clients with professionalism and accuracy.

# (v) Field Calls

Our field call service may involve making in-person visits to an individual's last known address or place of business to verify their current location, obtain updated contact information, or deliver important messages. This service is particularly useful for cases where traditional contact methods have failed. Our agents conduct field calls with professionalism, adhering to all applicable legal standards and ensuring that interactions are discreet and respectful. We use field calls to gather critical information efficiently, thereby facilitating a faster resolution of matters for our clients.

### (vi) Surveillance

Our surveillance service may involve discreetly monitoring and observing an individual's activities or a specific location to gather evidence or information relevant to an investigation. This may include visual







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observation, photographic or video recording, and documentation of activities to provide our clients with accurate and detailed reports. All surveillance activities are conducted in strict compliance with applicable Australian laws, including but not limited to the Surveillance Devices Act 2004 (Cth) and corresponding state and territory legislation, such as the Surveillance Devices Act 2007 (NSW), Invasion of Privacy Act 1971 (QLD), and other relevant laws that govern the use of surveillance devices and the collection of personal information. We ensure that all information gathered is obtained lawfully and ethically, with a commitment to confidentiality and professionalism. Our trained investigators adhere to legal requirements to provide reliable and actionable intelligence to support our clients' needs.

### 3. FEES AND CHARGES

All services provided by Skip Tracing Australia are subject to the fees outlined in our fee schedule or as otherwise agreed in writing prior to the commencement of any service. Our fees may include but are not limited to, standard service fees, "No Find" fees, travel expenses, administrative costs, and any additional charges incurred during the execution of a service, such as fees for obtaining official records or conducting specialised searches.

Clients will be informed of the applicable fees and charges before any service begins. All fees are exclusive of Goods and Services Tax (GST) unless otherwise stated. Payment terms are as specified in our invoice and must be adhered to strictly. In the event of late payments, Skip Tracing Australia reserves the right to charge interest at the rate of 25% per annum, calculated daily, on any outstanding amounts plus a monthly administration fee of \$41.00AUD + GST.

Additional costs may be incurred if circumstances change or if further services are required beyond the initial scope of work. In such cases, we will notify the client in advance and seek written consent to proceed. By engaging our services, clients agree to pay all fees and charges as outlined, including any applicable costs associated with third-party services utilised during the investigation.

In the event of a dispute over fees, you must notify us in writing within 14 days of receiving the invoice. If a refund is applicable, it will be issued at our discretion and in accordance with Australian consumer protection laws. Furthermore, for overseas clients, payment shall be

required to be paid upfront, and in any case, no reduced nofind fee is offered if the service is unsuccessful.

### 4. TURN-AROUND TIME OF RESULTS

## Standard Skip Trace

Our standard skip trace process may take an average of 7 to 10 business days to complete or 2 weeks (14 Consecutive days). If your subject cannot be located within this timeframe, we will provide you with an update and seek your instructions on whether you would like to proceed to an advanced skip trace.

#### Advanced Skip Trace

If viable leads exist, an option is to proceed with an Advanced Skip Trace, which can be extended to 28 days. If we are still unable to locate your subject after this period, we will provide appropriate recommendations, such as surveillance if necessary, and seek your instructions on how to proceed.

### **Urgent Skip Trace**

An Urgent Skip Trace is initiated immediately upon receipt of the information. We aim to locate your subject or provide you with an update within 24 hours of commencement.

The Urgent Skip Trace is completed within 24-48 hours, regardless of weekends and/or public holidays. If your subject cannot be located within this timeframe, we will provide you with a finalised report, and

## 5. DEFINITION OF A "LOCATE"

A successful locate is defined by Skip Tracing Australia as the confirmation of a subject's whereabouts through one or more of the following methods:

- (i) Verbal Confirmation: Verification of a phone number or address provided by the subject or a known associate, such as family, friends, or neighbours. In cases where we communicate directly with the subject, we will conduct a discreet "pretexted" conversation to maintain confidentiality and privacy, unless otherwise instructed by you to disclose the nature of our inquiry.
- (ii) Documentary Evidence: Confirmation of the subject's current address through a Title Search or Rental Tenancy Application, supported by additional evidence such as social media images







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or other recorded data.

- (iii) Physical Sighting: One of our agents physically sighted the subject or their security at a specific address.
- (iv) Incarceration: Verification that the subject is currently incarcerated, in which case we will provide the address of the correctional facility.
- (v) Deceased: Confirmation that the subject is deceased.
- (vi) Hospitalisation: Verification that the subject is currently hospitalised, in which case we will provide the hospital's address.

### 6. 30-DAY RECHECK GUARANTEE

At Skip Tracing Australia, we take pride in the high quality of our data analysis and reporting services. In instances where a subject cannot be located, we will inform you accordingly and apply a reduced "No Find" fee. We will only issue a "Locate" report when we have a high degree of confidence that the subject can be physically located at the provided address based on multiple verification methods.

If it is determined that the subject is not present at the address provided in our report at the time of issuance, you must notify us within 30 days from the date of the report. Upon receiving such notification, we will recheck your file at no additional cost to you.

If it is determined that the Subject is still residing at the address originally provided, we reserve the right to charge the recheck fee of \$330.00AUD + GST.

### 7. DUTY OF CARE AND DUE DILIGENCE

Skip Tracing Australia is committed to providing highquality investigative services while upholding the highest standards of professionalism, ethics, and legal compliance. As part of our commitment to these values, we reserve the right to decline any request if we have reasonable grounds to believe that the disclosure of a subject's address or personal information could result in harm to the subject, including but not limited to risks associated with domestic violence, mental health concerns, or self-harm.

Furthermore, should any conflicting information or high-risk factors come to light at any stage during the investigation,

Skip Tracing Australia reserves the right to terminate our services and return the matter to you. In such cases, a full fee of \$550.00 AUD + GST will be charged.

Skip Tracing Australia also reserves the right to disclose any information relating to a client's matter to law enforcement or other relevant authorities if required by law or if we reasonably believe such disclosure is necessary to prevent harm, comply with legal obligations, or assist in the investigation of unlawful activities.

#### 8. CONFIDENTIALITY AND NON-DISCLOSURE

By engaging the services of Skip Tracing Australia, you agree to the following confidentiality and non-disclosure obligations:

- (i) Confidential Information: You acknowledge that, in the course of providing our services, Skip Tracing Australia may disclose to you certain confidential and proprietary information, including but not limited to data, reports, communications, and any other information related to the investigation or services provided ("Confidential Information").
- (ii) Non-Disclosure Obligation: You agree to keep all Confidential Information strictly confidential and not to disclose, share, or otherwise make available any such information to any third party without the prior written consent of Skip Tracing Australia, except as required by law.
- (iii) Permitted Use: You agree to use the Confidential Information solely for the purpose for which it was provided and not for any other purpose, including personal gain, competitive advantage, or any unlawful or unethical activity.
- (iv) Protection of Information: You agree to take all reasonable steps to protect and safeguard the confidentiality of the Confidential Information, including implementing appropriate security measures to prevent unauthorised access, disclosure, or use.
- (v) Survival of Obligations: These confidentiality and non-disclosure obligations shall survive the termination or completion of the services provided by Skip Tracing Australia and remain in effect indefinitely unless otherwise agreed in writing.





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(vi) Any breach of this confidentiality obligation may result in legal action for damages or injunctive relief. The confidentiality obligations in this clause will survive termination of the agreement for a period of 5 years.

### 9. CLIENT INTERFERENCE

We value your eagerness to assist with our investigation. However, we kindly request that you refrain from conducting independent research or gathering information beyond our purview. Such actions can potentially hinder our progress and result in unsatisfactory outcomes.

Should we detect any client interference during our investigation, we reserve the right to apply the full Locate fee and return your file to you. This encompasses activities such as making phone calls to your subject or their associates and visiting addresses that may have been provided to you in updates.

#### 10. EXCLUSIVITY

All agreements when you engage our services are deemed exclusive. Both parties agree that no other entity or individual shall be engaged for similar services during the term of the agreement.

## 11. ENTIRE AGREEMENT

This agreement is the entire agreement and understanding between the parties on everything connected with the subject matter of this agreement and supersedes any prior understanding, arrangement, representation, or agreements between the parties as to the subject matter contained in this agreement.

### 12. ACCEPTABLE USE

Users must refrain from attempting to disrupt Skip Tracing Australia's operation through viruses, malware, denial-of-service attacks, or any other harmful methods. Any actions that may damage or impair the Service, including unauthorised access to accounts or computer systems, are strictly prohibited. The use of automated tools or malicious code to access the Service is expressly forbidden.

### 13. NON-DISPARAGEMENT

You agree not to make any defamatory or disparaging statements or comments to any third party regarding the Service, its officers, directors, employees, personnel, agents, policies, services, or products except as required by law. This provision does not limit your ability to provide reviews or performance assessments of the Service.

#### 14. HYPERLINKS

The inclusion of any link (including hyperlinks, buttons, downloadable documentation, or referrals) within the Service is provided for your convenience. It is important to note that the presence of a link does not imply an endorsement, recommendation, or certification by us. Furthermore, the existence of a link should not be construed as suggesting any affiliation between the third-party website and us.

We expressly disclaim endorsement of the content on any third-party websites. We are not responsible for the content on linked third-party websites or advertisements. Additionally, we do not make representations regarding the accuracy or content of such linked websites.

It is our policy not to knowingly link to websites that may infringe on valid and existing trademarks, service marks, copyrights, or patents. Your use of third-party websites is undertaken at your own risk and is subject to the terms and conditions of use specified by those websites.

# 15. COLLECTION AND USE OF PERSONAL INFORMATION

When you contact us or purchase services on our website, we will ask you for personal information such as your name, address, and email address. We will handle all personal information we collect in accordance with our privacy policy, available at Privacy Policy, and the applicable law.

We may otherwise collect personal information about you to provide our services and for other purposes as detailed in our privacy policy and as required or permitted under applicable law. This may include disclosing your information to third parties that help us deliver our services, such as information technology suppliers, communication suppliers, and our business partners.

We will handle all personal information we collect in accordance with our privacy policy and the applicable law. Our privacy policy explains:

- (a) how we store and use, and how you may access and correct your personal information.
- (b) how you can lodge a complaint regarding handling your personal information and
- (c) how we will handle any complaint.







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Please contact us if you would like any further information about our privacy policies or practices.

By providing us with your personal information, you consent to the collection, use, storage, and disclosure of that information as described in the privacy policy and these terms.

### 16. INTELLECTUAL PROPERTY

All content available on or through the Website is the intellectual property of SkipTracing Australia Pty Ltd or its licensors, protected by copyright, trademark, patent, trade secret, and other applicable laws. You agree not to reproduce, modify, retransmit, distribute, sell, exploit, publish, broadcast, or circulate the content received through the Service to any third party.

Our website and its content, including our products and services, may represent or contain intellectual property we own, including trademarks, copyrights, and proprietary information.

You may not modify, publish, transmit, participate in the transfer or sale of, create derivative works from, distribute, display, reproduce or perform, or in any way exploit in any format whatsoever any of our intellectual property, in whole or in part, without our prior written consent.

## 17. NOTICES

A notice or other communication to a party must be in writing and delivered to that party or that party's legal representative in one of the following ways:

- (a) Delivered personally; or
- (a) Sent by email to their email address will be treated as received when the receipt by the recipient's email server has been received.

### 18. SUSPENSION AND TERMINATION

Without prejudice to any other right or remedy available to us, if we consider that you have breached these terms and conditions or consider it appropriate, we reserve the right to immediately and without notice suspend or terminate your access to Support My Empire temporarily or indefinitely.

# 19. DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY GENERAL SERVICES

Nothing in this clause is intended to exclude, restrict, or modify any rights that you may have under the Australian Consumer Law or other applicable consumer protection laws that cannot be lawfully excluded or limited.

We cannot guarantee, represent, or warrant that your use of our Service will be uninterrupted, timely, secure, or error-free. We do not warrant that the results obtained using the Service will be accurate or reliable.

You acknowledge and agree that we may occasionally remove the Service for indefinite periods or cancel it at any time without notice to you.

You expressly understand and agree that your use of, or inability to use, the Service is at your sole risk. The Service, and all products and services delivered to you through the Service, are provided 'as is' and 'as available' unless expressly stated otherwise by us. We disclaim all representations, warranties, or conditions of any kind, whether express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.

In no event shall Skip Tracing Australia, our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers, or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation, lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability, or otherwise, arising from your use of the Service or any products procured using the Service, or for any other claim related in any way to your use of the Service or any product, including, but not limited to, any errors or omissions in any content or any loss or damage of any kind incurred as a result of the use of the Service or any content (or product) posted, transmitted, or otherwise made available via the Service, even if advised of their possibility. Because some states or jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by law.

# 20. DISCLAIMER OF WARRANTIES; LIMITATION OF SKIP TRACING SERVICES

Nothing in this clause is intended to exclude, restrict, or modify any rights that you may have under the Australian Consumer Law or other applicable consumer protection laws that cannot be lawfully excluded or limited.

Skip Tracing Australia specialises in skip-tracing services







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to locate individuals or entities for various lawful purposes. While we employ advanced techniques and access multiple databases to gather relevant information, we cannot guarantee the data's accuracy, completeness, or timeliness.

Skip tracing involves searching through various public records, databases, and other sources to locate individuals or entities. However, it is important to note that the information obtained through skip tracing may not always be current or accurate due to factors such as outdated records, changes in contact information, or intentional efforts to conceal one's whereabouts.

Skip Tracing Australia is committed to conducting skiptracing services in compliance with applicable laws and regulations. However, we do not engage in any illegal or unethical practices, including but not limited to harassment or invasion of privacy.

It is important to understand that skip-tracing results are provided for informational purposes only and should not be construed as legal advice or used for unlawful purposes. Clients are solely responsible for verifying the accuracy and legality of the information obtained through skip tracing and for using it in accordance with applicable laws and regulations.

Skip Tracing Australia disclaims any liability for any damages or losses arising from the use of skip tracing services, including but not limited to reliance on inaccurate or incomplete information, unauthorised use of the obtained data, or legal consequences resulting from such use.

Clients using skip-tracing services provided by Skip Tracing Australia acknowledge and agree to abide by these terms and conditions and any applicable laws and regulations governing skip-tracing activities.

### 21. GOVERNING LAW

These terms and conditions are governed by the laws of Queensland, Australia. You agree to submit to the non-exclusive jurisdiction of the courts within Queensland.

### 22. DISPUTE RESOLUTION

Before any legal or arbitration proceedings, both parties agree to engage in good faith negotiation or mediation. If mediation does not resolve the dispute within 30 days, either party may then refer the matter to arbitration or legal proceedings.

If a dispute arises between the parties, neither party can commence any court or arbitration proceedings, except where that party seeks urgent interlocutory relief, unless it has first complied with this clause.

Disputes may arise but are not limited to, out of or in relation to your agreement to these terms and conditions or the relationship of the Parties, including, without limitation, any dispute as to the existence, validity, construction, interpretation, negotiation, performance, breach, termination, or enforceability of this Agreement.

### (a) Complaint

The complainant must serve notice in writing on the respondent of the following:

- (i) the nature of the dispute.
- (ii) the outcome the complainant desires, and
- (iii) the action the complainant believes will settle the dispute.

### (b) Endeavour to resolve the dispute.

Within 14 days of the receipt by the respondent of the notice, the parties must use their best endeavours to amicably resolve any dispute, controversy, or claim, whether based on contract, tort or otherwise by negotiation.

### (c) Mediation

If any unresolved issues remain after those 14 days, the parties will refer their dispute to a mediator nominated by the Resolution Institute and participate in good faith in mediation under the Resolution Institute Mediation Rules.

### (d) Arbitration

If negotiations cannot be reached by way of mediation and one of the parties chooses to resolve the dispute through final and binding arbitration, the following applies:

- (iv) The seat of arbitration shall be Queensland, Australia. The law governing this Arbitration Agreement shall be the substantive law that applies in the seat of the arbitration.
- (v) The dispute shall be resolved by arbitration in accordance with the ACICA Arbitration Rules.
- (vi) The language of the arbitration shall be English.





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(vii) The number of arbitrators shall be 1.

### (e) Survival of this clause

This clause survives the termination of this agreement.

#### 23. INDEMNIFICATION

You agree to indemnify and hold harmless Skip Tracing Australia from and against any and all claims, damages, losses, and expenses, including reasonable legal fees, arising out of or in connection with your breach of these terms, your use of the services, or your violation of any law or the rights of a third party, including, without limitation, the cost of internal resources) suffered or incurred as a result of arising from or in connection with your participation in:

- (i) Any breach or representation or warranties contained in this Agreement.
- (ii) Any actual or alleged issues related to business advice provided through Skip Tracing Australia.
- (iii) Any violation of any Applicable Laws related to the provision of advice, including additional expenses or fines.
- (iv) Any claim made against you for actual or alleged infringement of a third party's Intellectual Property rights arising from the content or advice provided through Skip Tracing Australia.
- (v) Any claim made against you by a third party for personal injury or damage to property arising from or in connection with the advice provided through Support.
- (vi) Any claim made against you by a third party arising out of or in connection with the provision of business advice, to the extent that such claim arises out of a breach, negligent performance, or failure in performance.

# 24. FORCE MAJEURE

Neither party shall be liable to the other party for any loss caused by a Force Majeure Event due to any failure to observe the terms and conditions of this agreement where such failure is not within a party's reasonable control. Such events caused beyond reasonable control including but not limited to:

(i) Natural disasters such as fire, flood, drought,

- earthquake, or any other event are declared natural disasters.
- (ii) terrorist attack, civil war, war, armed conflict, imposition of sanctions, or embargo, or;
- (iii) riot, strikes, lockdowns, restrictions, prohibitions or any other actions by any government or semi-government authorities.

If a party is prevented from or delayed in performing any of its obligations under this Agreement due to a Force Majeure Event, the Affected Party shall, as soon as reasonably practicable after the start of the Force Majeure Event but no later than five (5) Business Days from its start, notify the other Party in writing of the Force Majeure Event, the date on which it started, its likely or potential duration, and the eject of the Force Majeure Event on its ability to perform any of its obligations under the Agreement.

The Affected Party shall use all reasonable endeavours to mitigate the eject of the Force Majeure Event.

In the event of a Force Majeure Event, both parties must use reasonable efforts to continue performing their obligations under this agreement. If performance is not possible, the obligations of the affected party will be suspended for the duration of the Force Majeure Event. If the Force Majeure Event lasts more than 30 days, either party may terminate this agreement.

### 25. PRESUMPTION OF ACCEPTANCE

By using Skip Tracing Australia's services, you acknowledge and agree that you have read, understood, and accepted these terms and conditions in their entirety. Your agreement to purchase from us or your contact with us serves as a presumption of acceptance of these terms and conditions, effective from the moment you initiate a purchase through our platform, website, or any other transaction means.

Should you disagree with any part of these terms and conditions, you retain the right to reject them. However, any rejection must be communicated to us in writing within 7 days from the date of purchase. Your continued use of the purchased goods or services beyond the specific timeframe for rejection constitutes an ongoing acceptance of these terms and conditions.

### **QUESTIONS**

If you have any questions about the information in this document, please contact us by email or phone:

Email: admin@skiptracingaustralia.com

Phone: 1300 983 324.

