

TERMS & CONDITIONS

PAC and its relevant group entities, including PAC Ocean Solutions and PAC Districentre Pte Ltd, provide services across three principal business areas: Logistics & Freight, Technical & Engineering Services, and Marine Supply & Procurement. The following general terms apply to PAC's services, subject to any specific terms stated in the applicable quotation, purchase order, service agreement, or other contractual document. The specific legally contracting PAC entity will be identified in the applicable quotation or contractual document.

General Terms

- All services are provided in accordance with the scope, specifications, and commercial terms agreed between PAC and the client in the applicable quotation, purchase order, service agreement, or other written confirmation.
- Quotations are valid for the period stated in the applicable quotation. Pricing and availability may be subject to change due to supplier, carrier, market, exchange-rate, regulatory, or other circumstances arising before the service is confirmed.
- Services, materials, equipment, transportation, personnel, waiting time, storage, special handling, or other requirements outside the agreed scope may be subject to additional charges where applicable and as agreed with the client.
- The client is responsible for providing accurate, complete, and timely information, documentation, specifications, and instructions required for PAC to perform the agreed services.
- PAC will perform its services with reasonable skill and care and in accordance with applicable laws, regulations, industry standards, and relevant safety and environmental requirements.
- PAC may engage suitably qualified subcontractors, suppliers, carriers, or other service providers where required to perform the agreed services.
- Services are subject to the availability of appropriate personnel, equipment, materials, transportation, vessels, ports, suppliers, and other required resources.
- Delivery dates, transit times, completion dates, and other time estimates are indicative unless a specific commitment has been expressly agreed in writing.
- PAC shall not be responsible for delays or additional costs arising from circumstances beyond its reasonable control, including adverse weather, port or terminal congestion, carrier delays, strikes, labour disruptions, government actions, regulatory restrictions, natural disasters, war, civil unrest, pandemics, or other force majeure events.
- The client is responsible for ensuring that its cargo, materials, equipment, instructions, and documentation comply with applicable legal, regulatory, and safety requirements.
- Any required permits, licences, customs documentation, certificates, or other regulatory approvals shall be provided or arranged by the responsible party as agreed for the relevant service.
- Payment terms, taxes, duties, insurance, liability, warranties, and other specific commercial conditions shall be governed by the applicable quotation, purchase order, service agreement, or other contractual document.

Logistics & Freight Services

(Provided through PAC Districentre Pte Ltd or the applicable PAC group entity identified in the contractual document)

- Logistics and freight services are subject to the availability and requirements of carriers, vessels, airlines, ports, terminals, customs authorities, and other relevant third parties.
- Freight rates and related charges may be affected by carrier tariffs, fuel and security surcharges, exchange rates, port and terminal charges, customs requirements, and other applicable costs.
- Additional services or costs not specifically included in the agreed quotation may include, where applicable, storage, detention, demurrage, waiting time, special handling, escorts, customs examinations, special equipment, re-delivery, and other exceptional requirements.
- Cargo weights, dimensions, descriptions, and other shipment information provided by the client must be accurate and complete. Additional costs resulting from inaccurate or incomplete information may be charged to the responsible party.
- Dangerous goods, oversized or out-of-gauge cargo, temperature-sensitive cargo, valuable cargo, and other specialised shipments are subject to prior declaration, acceptance, and applicable regulatory requirements.
- The client is responsible for ensuring that cargo is appropriately packed, labelled, marked, and documented for the intended mode of transport and in accordance with applicable regulations.
- Customs duties, taxes, government charges, inspection fees, and other statutory charges are payable as applicable unless specifically included in the agreed quotation.
- Storage, detention, demurrage, and other charges resulting from delays in collection, delivery, documentation, customs clearance, or other circumstances attributable to the client or consignee may be charged separately.
- Transit and delivery times are estimates unless a specific delivery commitment has been expressly agreed in writing. PAC Districentre / PAC cannot guarantee schedules controlled by carriers, ports, terminals, customs authorities, or other third parties.
- Cargo insurance is not included unless expressly stated in the applicable quotation or contractual agreement. Clients are responsible for arranging appropriate insurance coverage where required.

Technical & Engineering Services

(Provided through PAC Ocean Solutions or the applicable PAC group entity identified in the contractual document)

- Technical and engineering services are performed in accordance with the agreed scope of work, specifications, drawings, technical requirements, and applicable standards relevant to the vessel, equipment, and work location.
- PAC will use suitably qualified and competent personnel and, where required, appropriately qualified subcontractors or specialist service providers.
- Work will be carried out in accordance with applicable laws, regulations, safety requirements, and relevant requirements of flag state, port authorities, classification societies, manufacturers, and other applicable bodies.
- The scheduling and deployment of technical personnel, riding squads, service engineers, and other resources will be agreed according to the requirements of each assignment and the applicable operational and regulatory conditions.
- Any work outside the agreed scope, including additional repairs, inspections, testing, replacement of components, or other services identified during execution, may be subject to additional charges following appropriate client approval.

- Where access to vessel machinery, equipment, systems, or facilities is required, the client or vessel representative shall provide appropriate and safe access in accordance with applicable vessel and site procedures.
- The client shall provide accurate technical information, drawings, specifications, equipment history, and other information reasonably required to perform the agreed work.
- The client or vessel representative shall be responsible for obtaining or facilitating any vessel-side permits, approvals, access arrangements, and other authorisations required for the work, unless otherwise agreed with PAC.
- Where defects, damage, unsuitable conditions, or additional technical requirements are identified during execution, PAC may notify the client and recommend appropriate corrective action before proceeding with additional work.
- Where mobilisation, demobilisation, travel, accommodation, visas, medical requirements, transportation, or other related expenses are required, these may be charged separately where applicable and as agreed in the relevant quotation or contractual arrangement.
- Technical work may be affected by vessel schedules, berthing arrangements, weather, access restrictions, availability of parts or equipment, and other operational circumstances. Any estimated completion time is therefore subject to the conditions of the assignment.
- PAC's technical services will be performed with reasonable skill and care and in accordance with the agreed scope. Any specific warranty or remedy applicable to a particular service will be stated in the relevant quotation or contractual document.

Marine Supply & Procurement

(Provided through the applicable PAC group entity identified in the contractual document)

- PAC supplies marine spares, equipment, consumables, stores, and related products in accordance with the specifications and requirements agreed with the client.
- Supply orders should clearly identify the required items, specifications, quantities, and delivery requirements and, where applicable, the vessel name, port, and relevant order or reference number.
- PAC may source products from manufacturers, approved suppliers, distributors, or other appropriate sources depending on availability, specification, and client requirements.
- Product availability, lead times, and delivery schedules are subject to manufacturer, supplier, carrier, port, and other third-party availability. Any estimated delivery date remains subject to confirmation.
- The client is responsible for providing accurate product specifications and requirements and for informing PAC in advance of any special technical, regulatory, hazardous-material, or certification requirements.
- Hazardous materials must be declared before supply, collection, or transportation and must be appropriately packaged, labelled, documented, and handled in accordance with applicable laws and regulations.
- Where applicable and available, relevant Safety Data Sheets (SDS/MSDS), certificates of conformity, class certificates, manufacturer documentation, or other supporting documentation may be provided in accordance with the requirements of the order.
- Materials containing asbestos will not be knowingly supplied by PAC. Where required, appropriate supplier or manufacturer declarations may be requested in accordance with relevant maritime requirements (including SOLAS regulations).

- PAC supports responsible environmental practices and encourages the appropriate use of recyclable or reduced packaging where this can be achieved without compromising product protection, safety, or regulatory requirements.
- Responsibility for goods during transportation and any applicable insurance arrangements shall be determined by the agreed delivery terms and the applicable quotation, purchase order, or service agreement.
- Taxes, duties, customs charges, delivery charges, and other applicable statutory or third-party costs shall be treated in accordance with the applicable transaction and shall be payable by the responsible party unless otherwise agreed.
- No additional goods, quantities, or services outside the agreed order should be supplied or undertaken without appropriate authorization.
- Where applicable, invoices should reference the relevant purchase order or order number to support timely processing and payment.

Additional Contractual Terms & Governing Law

- The above website terms provide a general framework for services offered across PAC Ocean Solutions, PAC Districentre Pte Ltd, and affiliated PAC group entities.
- Specific commercial, operational, technical, payment, liability, insurance, warranty, mobilisation, delivery, governing-law, and dispute-resolution terms may apply to individual services and will be set out in the applicable quotation, purchase order, service agreement, or other contractual document.
- In the event of any inconsistency between these general website terms and a specifically agreed contractual document, the terms of the applicable contractual document shall prevail to the extent permitted by applicable law.
- Specific governing law, jurisdiction, and dispute-resolution provisions will be set out in the applicable contractual document issued by the contracting PAC entity.