

Siemens Healthcare Pty Ltd
Laboratory Diagnostics and Point of Care
ABN 83 604 853 938
Delivery Policy – May 2025

Document Name

Siemens Healthcare Pty Ltd (trading as “Siemens Healthineers”), Lab Solutions and Point of Care Product Handling, Delivery & Shelf-Life Policy for Australia.

Intended Use

To communicate Siemens Healthineers’ policy to laboratory diagnostics and point of care customers governing the handling and delivery of products including the costs, delivery times and minimum shelf-life expectations.

Scope

This policy applies to the handling, delivery and shelf-life of all reagents, consumables, accessories and parts, but not to the delivery of instruments and associated start-up kits and instrument accessories. This policy forms part of the agreement between Siemens Healthineers and its customers which governs the supply of reagents, consumables, accessories and parts, unless there is an alternative express agreement between the parties governing these matters.

Product Handling Charges

Siemens Healthineers reserves the right to charge customers a fee to cover the costs of storage, picking, packing, delivering and invoicing products to our customers. Siemens Healthineers take steps to limit the impact of this fee.

Prices for Siemens Healthineers products take account of some shipping and handling costs, however, it is not practical for all costs to be reflected in the sale price. Therefore, a handling fee is charged to recover a small portion of the actual costs.

Siemens Healthineers charges a flat fee of \$75 per purchase order.

If an urgent delivery is required (next day delivery) to site, freight and handling will be charged at a flat fee of \$495 per purchase order.

Unrestricted

Siemens Healthcare Pty Ltd Office Locations

Melbourne Level 3, 141 Camberwell Rd, Hawthorn East VIC 3123
Sydney Level 2, 2 Banfield Road, Macquarie Park, NSW 2113
Brisbane Citilink Business Centre, 153 Campbell Street, Bowen Hills, QLD, 4006
Adelaide 10 Greenhill Road, Wayville, SA 5034
Perth Level 2 – Building C, 355 Scarborough Beach Road, Osborne Park, WA 6017

Telephone: 1800 310 300
Facsimile: 1300 360 222

Product Delivery Times

Upon Siemens Healthineers receiving a customer purchase order, deliveries will be made to site within 3 business days. Refer to the included table for reference to the schedule timings.

Day order received by Siemens Healthineers	Latest delivery day to customer site
Monday	Thursday
Tuesday	Friday
Wednesday	Tuesday
Thursday	Tuesday
Friday	Wednesday

Notwithstanding Siemens Healthineers' best endeavours to ensure that products are delivered as promptly as possible, shipping and delivery timeframes may be longer than usual due to factors outside Siemens Healthineers' reasonable control, including public holidays, periods of exceptional demand and supply chain congestion. Notwithstanding anything stated to the contrary in any agreement between the parties, the stated delivery times are indicative and may vary.

Specific customer solutions such as sustainable palletised refrigerated deliveries may take longer than 3 business days or by agreement with customers.

With the introduction of sustainable packaging and transport options, it is important that refrigerated items are managed appropriately following delivery by Siemens Healthineers to site.

Product Shelf-Life Guarantees

When a sales order is placed with Siemens Healthineers, our system automatically allocates products based on the principle of first expired, first out. To ensure that customers do not receive a product that has expired, Siemens Healthineers will **not dispatch** products with less than 28 days to the stated expiry date.

Siemens Healthineers make every endeavour to ensure our suppliers provide us with products of adequate and acceptable expiry dating to fulfil all customer requirements. Should a customer experience a backorder there may be some short expiry stock available which can be supplied in the short term by mutual agreement.

Product Returns

Siemens provides cold chain, frozen, ambient and non-restricted products. On a case-by-case basis, Siemens may arrange the return of ambient and non-restricted products. Siemens will not accept the return of cold chain or frozen products as Siemens cannot guarantee the integrity of the product once it has been delivered to the customer.

All returns are to be organised by Siemens through their third-party logistics partner, DHL. In cases where a return is possible and the delivery was due to customer error, the customer will be expected to pay charges related to the return of products to the specified Siemens warehouse (DDP Incoterms 2020). Customer credits may also be applicable for returned products and will be

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determined through consultation between the customer and Siemens account manager and in accordance with the parties' agreement.

Effective Commencement Date

This policy is effective from the 1st of May 2025. Customers are advised to make any adjustments necessary to their business systems to accommodate this policy. Delivery charges will be reviewed on an annual basis in line with our published Pricing Policy.

Your Siemens Healthineers Customer Administration or Sales Representative can discuss this policy with you and offer advice on how to maximise its effectiveness for your business.

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