

GRANGEBURN OFFICE & IT STANDARD TERMS AND CONDITIONS

ABN 51 531 616 996

TERMS

1. Grangeburn Office & IT will be known as 'The Company' in these Standard Terms and Conditions of Sale.
2. Payment terms are strictly 14 days from date of invoice to approved customers, otherwise payment must be made in advance
3. A Return Policy Applies to all orders please see below.
4. The Customer must obtain written authorisation before cancelling any orders with the Company. A cancellation fee may apply to cover any costs incurred to the company upon cancelling orders with its suppliers.
5. The Company reserves the right to reject any online order up until the time it has provided a formal invoice. Upon cancellation any payments made by the customer will be refunded.

CONDITIONS

6. The Customer hereby acknowledges that, should any amount not be paid on the invoice due date, or any payment by cheque be unpaid, the entire balance then outstanding shall immediately become due and payable without any notice whatsoever. The Customer agrees that a service charge of 0.05% per day on overdue balances may be charged to the Customer's account at the discretion of the Company.
7. In the event of the Company instructing its solicitors to collect an overdue amount all legal fees and collection charges and tracing agents fees as between solicitor and client shall be borne by the Customer and all payments made shall firstly be allocated towards such fees and charges thereafter to interest and finally to capital.
8. The Customer hereby consents to the jurisdiction of the Laws of Victoria for all actions which may be instituted against it for the recovery of any amounts owing to the Company.
9. (a) Product supplied by the Company to the Customer will be at the Customer's risk upon delivery to the Customer or into the Customer's custody (whichever the sooner), and the Customer must insure the product thereafter against such risks as the Company reasonably requires.

(b) Ownership of the product supplied by the Company will not pass to the Customer and will remain with the Company until such time as the product the subject of the Contract and all other products supplied by the Company to the Customer and all debts owing by the Customer to the Company from any other cause, have been paid in full.

(c) The Customer irrevocably agrees and undertakes that the Company (its servants or agents), will have the right forthwith (and without prejudice to any other rights the Company may have pursuant to these Standard Terms and Conditions of Sale or at law or in equity) without notice or demand to

immediately enter upon the Customer's premises and retake possession and remove the product in the possession of the Customer or wheresoever situated.

10. Notwithstanding 8(a), 8(b), and 8(c) above, the risk of any loss or damage to or any deterioration in product from whatever cause shall pass to the Customer at the time of delivery.

11. The terms and conditions contained herein constitute the entire Agreement between the parties and no amendment or variation shall be of any force and effect unless in writing and signed by both the Company and the Customer. No representations have been made by the Company or on its behalf which have induced the Customer to enter into this Agreement.

12. No relaxation or indulgence granted by the Company to the Customer shall be deemed as a waiver of any rights of the Company in terms of this Agreement and such relaxation or indulgence shall not be deemed a novation of any terms and conditions of this agreement.

13. The Company shall not be responsible for any loss or damage howsoever caused to the property or person of the Customer or any third party as a result of any defect in the product whether patent or latent, and the Customer indemnifies the Company against any claims made against it by any third party arising out of any such defects except as provided for by statutory warranties.

14. The Company cannot change invoices to a finance company once goods have been delivered to a customer.

Returns Policy

Return and credit of goods where GOIT is not at fault

Grangeburn Office & IT has a 7 day product return policy where GOIT is not at fault. When returning goods for credit please contact Returns Department at returns@grangburn.com.au or call (03)5571114 to obtain a Return Authorisation number (RA). RA numbers for warranty and credit returns are valid for 14 working days only. All products returned for credit must be in pristine, unopened condition with all seals intact. Opened, damaged or soiled product will not be accepted*.

GOIT will pass on any restocking fee charge by its suppliers to the company where a good is returned and it is not GOIT fault. Restocking fees range up to 20% of the total cost of the good.

All inward freight will be the responsibility of the sender. GOIT will not cover the cost of freight. Please return the product to our warehouse (see details below) with the RA number clearly written on a sticky label on the outside of a shipping carton - do not write or attach anything directly on the product or its boxing – damaging the carton may make it unreturnable. If the RA number cannot be identified the product will be returned immediately at your expense.

GOIT accepts no responsibility for loss or damage occurring in transit or return.

Any refunds will not be paid until such time as goods returned have been receipted in our warehouse and inspected. This process normally takes 1-2 weeks. Once this is completed a refund

amount excluding any restocking fees, freight or other costs will be made. Refunds will not be paid on goods that have been opened, damaged or soiled.

* If your return does not meet our requirements but you feel you should be able to return it please call GOIT management for our consideration (03)55711114. Higher restocking fees may apply for goods that are not in pristine condition.

Special Conditions

Products supplied on a "No Return" basis can not be returned to GOIT unless the product is faulty within the warranties imposed by statute and which cannot be excluded by agreement.

Replacement of items where GOIT has provided incorrect goods

GOIT takes full responsibility for the replacing of goods where it has provided incorrect goods. When returning goods please contact the Returns Department at returns@grangeburn.com.au to obtain a Return Authorisation number (RA). Where possible products returned for replacement must be in pristine, unopened condition with all seals intact. Opened, damaged or soiled product may not be accepted.

All freight will be the responsibility of GOIT. Goods will be picked up and returned to our warehouse (see details below) with the RA number clearly written on a sticky label on the outside of a shipping carton - do not write directly onto the product or its boxing – damaging the product may make it unreturnable. If the RA number cannot be identified the product will be returned immediately at your expense.

Any refunds will not be paid until such time as goods returned have been receipted in our warehouse and inspected. This process normally takes 1-2 weeks. Once this is completed a refund amount excluding any restocking fees, freight or other costs will be made. Refunds will not be paid on goods that have been opened, damaged or soiled.

Damaged on Arrival or Dead On Arrival Products (DOA)

Should a GOIT product be received which is dead or damaged on arrival, please notify GOIT Returns Department immediately to receive an RA number.

All freight will be the responsibility of GOIT. Goods will be picked up and returned to our warehouse (see details below) with the RA number clearly written on a sticky label on the outside of the shipping carton - do not write directly onto the carton – damaging the carton may make it unreturnable. If the RA number cannot be identified the product will be returned immediately at your expense.

GOIT will replace the product within five working days of its receipt, (although exceptions to this may occur from time to time). Replaced products will be returned in their original packaging. If a product returned as "dead on arrival" is found not to be faulty, you (the customer) will be charged a no-fault fee of \$100.

Warehouse:

Grangeburn Office & IT

82 Brown St

Hamilton Vic 3300