

CUSTOMER INFORMATION FORM

Trade Cash Customers

Please complete all sections in **block letters only** and read the Terms and Conditions overleaf or attached.
Failure to fill in blanks WILL delay processing. Return via F: 02 8868 6773 E:accounts@dougsmithspares.com.au

Company Name:		
Trading Name:		
ABN No.	ACN No.	
Contact Person/s:		
Postal Address:	State:	Postcode:
Delivery Address:	State:	Postcode:
Email Address:		
Phone/Mobile No.	Fax No.	
In order to allow us to provide a better service to you, please tell us a little about your business:		
Nature of Business: <input type="checkbox"/> Appliance <input type="checkbox"/> Service <input type="checkbox"/> Electrical <input type="checkbox"/> Plumbing <input type="checkbox"/> Refrigeration <input type="checkbox"/> Other:		
Who do you currently buy parts from?		
What type of appliances do you service: <input type="checkbox"/> Washers / Dryers <input type="checkbox"/> Dishwashers <input type="checkbox"/> Domestic Refrigeration <input type="checkbox"/> Commercial Refrigeration <input type="checkbox"/> Air Conditioning <input type="checkbox"/> Washers <input type="checkbox"/> Stoves (Gas) <input type="checkbox"/> Hot Water <input type="checkbox"/> Stoves (Electric) <input type="checkbox"/> Electrical <input type="checkbox"/> Plumbing <input type="checkbox"/> Gas <input type="checkbox"/> Microwaves <input type="checkbox"/> Vacuums <input type="checkbox"/> Other:		
Do you recondition appliances? <input type="checkbox"/> Yes <input type="checkbox"/> No	Do you sell factory seconds? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes (above), which brands?		
What sort of business do you have: <input type="checkbox"/> Work From Home <input type="checkbox"/> Shop <input type="checkbox"/> Factory Unit <input type="checkbox"/> Other:		
How many service vans do you have:	Estimated Spend on Spare Parts (no min.): \$	
Notes:		

CREDIT CARD AUTHORISATION

The purpose of this new payment facility is to streamline purchases at the counter and over the phone. Once an order is placed in our system, either by phone or over the counter, we will no longer require your card for swiping, to complete the transaction. The Credit Card details on file will be used to purchase the Goods automatically, creating a quicker and easier transaction.

This Information will not be used for any other purpose and is stored securely within your account only.

Type of Card: ☐ MasterCard ☐ Visa Cardholders Name: _____
Card Number: _____ Expiry Date: ____ / ____ CCV: ____

I declare that I am the owner of the above credit card, and I hereby authorise the Seller to:

- (a) place these credit card details on file for use of purchasing Goods only; and
(b) charge the purchase of Goods to this credit card.

I acknowledge that the Seller may terminate this request at any time by written or verbal notice and I must adopt an alternative method of payment.

Cardholders Signature: _____ Date: _____

Note: This form will only entitle you to trade cash sales, it does not entitle you to have a credit account with the Seller. If you require a 30 Day Account, please request a Credit Account Application from any of our branches or download from our website. There is no price difference between trade cash and credit account customers.

OFFICE USE ONLY			
CUSTOMER NO.	ELECTRICAL LICENSE CHECK	CHECKED BY:	DATE
	<input type="checkbox"/> Yes <input type="checkbox"/> No		/ /

ABN: 84 003 057 412

Registered Office: 1/28 Martha Street **GRANVILLE NSW** 2142 • P: (02) 8868 6700 • F: (02) 8868 6777 • E: sales@dougsmithspares.com.au
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105 Bourke Street **DUBBO NSW** 2830 • P: (02) 6883 3222 • F: (02) 6883 3277 • E: DUBBO@dougsmithspares.com.au
2/23 Central Drive **BURLEIGH HEADS QLD** 4220 • P: (07) 5522 0733 • F: (07) 5522 0920 • E: burleigh@dougsmithspares.com.au
NQ Appliance Spares: 236 Alfred Street **MACKAY QLD** 4740 • P: (07) 4951 4266 • F: (07) 4951 2712 • E: mackay@dougsmithspares.com.au

Terms and Conditions

1.1	Definitions "Seller" means Lubon Holdings Pty Ltd T/A Doug Smith Spares AND NQ Appliance Spares, its successors and assigns or any person acting on behalf of and with the authority of Lubon Holdings Pty Ltd T/A Doug Smith Spares AND NQ Appliance Spares.	Gold Coast: Tweed Heads, Kingscliff, Southport and Sanctuary Cove, Murwillumbah – 1 st twenty-five kilograms (25kg) is freight free, but additional weight charges are payable.	(c) the Goods must be returned within twenty-one (21) days of Delivery; (d) the original invoice must be presented, or invoice number quoted; (e) electrical Goods (any item which has electricity connected to it, such as elements, pumps, PCB's valves, etc.) or appliances (either new or factory seconds) may not be accepted for return hereunder.
1.2	"Customer" means the person/s buying the Goods as specified in any invoice, document or order, and if there is more than one Customer is a reference to each Customer jointly and severally.	Risk Risk of damage to or loss of the Goods passes to the Customer on Delivery, and the Customer must insure the Goods on or before Delivery.	10.12 Notwithstanding anything contained in this clause if the Seller is required by a law to accept a return then the Seller will only accept a return on the conditions imposed by that law.
1.3	"Goods" means all Goods or Services supplied by the Seller to the Customer at the Customer's request from time to time where the context so permits the terms 'Goods' or 'Services' shall be interchangeable for the other).	If any of the Goods are damaged or destroyed following Delivery, but prior to ownership passing to the Customer, the Seller is entitled to receive all insurance proceeds payable for the Goods. The production of these terms and conditions by the Seller is sufficient evidence of the Seller's rights to receive the insurance proceeds without the need for any person dealing with the Seller to make further enquiries.	11.1 Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of two and a half percent (2.5%) per calendar month (and at the Seller's sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.
1.4	"Price" means the Price payable for the Goods as agreed between the Seller and the Customer in accordance with clause 4 below.	If the Customer requests the Seller to leave Goods outside the Seller's premises for collection, or to deliver the Goods to an unattended location, then such Goods shall be left at the Customer's sole risk.	11.2 If the Customer owes the Seller any money the Customer shall indemnify the Seller from and against all costs and disbursements incurred by the Seller in recovering the debt (including but not limited to internal administration fees, legal costs on a solicitor and own client basis, the Seller's contract default fee, and bank dishonour fees).
2.	Acceptance	Title The Seller and the Customer agree that ownership of the Goods shall not pass until:	11.3 Further to any other rights or remedies the Seller may have under this agreement, if the Customer has made payment to the Seller by cheque or credit card, and the cheque is dishonoured or the transaction is subsequently reversed, the Customer shall be liable for the amount of the dishonour or reversed transaction, in addition to any further costs incurred by the Seller under this clause 11 where it can be proven that such dishonour or reversal is found to be illegal, fraudulent or in contravention to the Customer's obligations under this agreement. Offering a cheque for payment and then dishonouring the cheque is an offence in New South Wales, and in each case the Seller may pass the dishonoured cheque to the Police for processing.
2.1	The Customer is taken to have exclusively accepted and is immediately bound, jointly and severally, by these terms and conditions if the Customer places an order for Goods, accepts Delivery or where payment is made for the Goods.	(a) the Customer has paid the Seller all amounts owing to the Seller; and (b) the Customer has met all of its other obligations to the Seller.	11.4 Without prejudice to any other remedies the Seller may have, if at any time the Customer is in breach of any obligation (including those relating to payment) under these terms and conditions the Seller may suspend or terminate the supply of Goods to the Customer. The Seller will not be liable to the Customer for any loss or damage the Customer suffers because the Seller has exercised its rights under this clause.
2.2	These terms and conditions may only be amended with the Seller's consent in writing and shall prevail to the extent of any inconsistency with any other document or agreement between the Customer and the Seller.	It is further agreed that, until ownership of the Goods passes to the Customer in accordance with clause 7.1:	11.5 Without prejudice to the Seller's other remedies at law the Seller shall be entitled to cancel all or any part of any order of the Customer which remains unfulfilled and all amounts owing to the Seller shall, whether or not due for payment, become immediately payable if:
2.3	Electronic signatures shall be deemed to be accepted by either party providing that the parties have complied with Section 9 of the Electronic Transactions Act 2000 or any other applicable provisions of that Act or any Regulations referred to in that Act.	(a) the Customer is only a bailee of the Goods and must return the Goods to the Seller on request. (b) the Customer holds the benefit of the Customer's insurance of the Goods on trust for the Seller and must pay to the Seller the proceeds of any insurance in the event of the Goods being lost, damaged or destroyed. (c) the Customer must not sell, dispose, or otherwise part with possession of the Goods other than in the ordinary course of business and for market value. If the Customer sells, disposes or parts with possession of the Goods then the Customer must hold the proceeds of any such act on trust for the Seller and must pay or deliver the proceeds to the Seller on demand. (d) the Customer should not convert or process the Goods or intermix them with other goods but if the Customer does so then the Customer holds the resulting product on trust for the benefit of the Seller and must sell, dispose of or return the resulting product to the Seller as it so directs. (e) the Customer irrevocably authorises the Seller to enter any premises where the Seller believes the Goods are kept and recover possession of the Goods. (f) the Seller may recover possession of any Goods in transit, whether or not Delivery has occurred. (g) the Customer shall not charge or grant an encumbrance over the Goods nor grant nor otherwise give away any interest in the Goods while they remain the property of the Seller. (h) the Seller may commence proceedings to recover the Price, notwithstanding that ownership of the Goods has not passed to the Customer.	(a) any money payable to the Seller becomes overdue, or in the Seller's opinion the Customer will be unable to make a payment when it falls due; (b) the Customer becomes insolvent, convenes a meeting with its creditors or proposes or enters into an arrangement with creditors, or makes an assignment for the benefit of its creditors; or (c) a receiver, manager, liquidator (provisional or otherwise) or similar person is appointed in respect of the Customer or any asset of the Customer.
2.4	Whilst the Seller tries to accommodate the Customer's needs, the Seller is forbidden from offering fitment advice, particularly where electrical components are concerned. Any information given to the Customer is of a general nature only, and is not to be construed as advice. It is the responsibility of the Customer to ensure that it (or any third party contracted by the Customer) possesses the necessary skills required to fit the Goods.		12.1 The Seller may cancel any agreement to which these terms and conditions apply, or cancel Delivery at any time before the Goods are delivered, by giving written notice to the Customer. On giving such notice the Seller shall repay to the Customer any money paid by the Customer for the Goods. The Seller shall not be liable for any loss or damage whatsoever arising from such cancellation.
2.5	Due to the Supplier's endeavours to comply with the National Consumer Protection laws, the Supplier cannot and will not diagnose faults on any machine for the Customer, no matter how obvious it sounds to the Supplier. The Customer will need to advise us of the description of the Goods it wishes to purchase, and the Supplier will make its best endeavours to identify the Goods requested. The Supplier cannot supply Goods to the Customer based solely on the description of the fault of any machine. If the Customer is unsure which Goods are required, the Supplier recommends a serviceman is called.	Personal Property Securities Act 2009 ("PPSA") In this clause financing statement, financing charge statement, security agreement, and security interest has the meaning given to it by the PPSA.	12.2 In the event that the Customer cancels this agreement, or Delivery, the Customer shall be liable for any and all loss incurred (whether direct or indirect) by the Seller as a direct result of the cancellation (including, but not limited to, any loss of profits).
2.6	The Customer acknowledges that the Seller does not repair goods, and as such no item should be left at the Seller's premises for purpose of repair. Where the Customer feels it may not be fully equipped and able to safely and adequately conduct fitment of any Goods, the Supplier strongly recommends that the services of a tradesperson be employed (and in the state of Queensland we are required by law to advise the Customer that all electrical work must be performed by a licensed electrician). The Supplier is happy to recommend a repaired who it considers to be trustworthy and reliable; however, the Supplier in no way, directly or implied, warrant the service or reputation of any repairer or service offered by said repairer, and the responsibility of choice (whether or not to accept the recommendation of that repairer) is borne entirely by the Customer.	The Customer undertakes to:	12.3 Cancellation of orders for Goods made/ordered to the Customer's specifications, or for non-stockist items, will definitely not be accepted once production has commenced, or an order has been placed.
3.	Change in Control	(i) promptly sign any further documents and/or provide any further information (such information to be complete, accurate and up-to-date in all respects) which the Seller may reasonably require to;	13.1 The Customer agrees for the Seller to obtain from a credit reporting body (CRB) a credit report containing personal credit information (e.g. name, address, D.O.B, occupation, previous credit applications, credit history) about the Customer in relation to credit provided by the Seller.
3.1	The Customer shall give the Seller not less than fourteen (14) days prior written notice of any proposed change of ownership of the Customer and/or any other change in the Customer's details (including but not limited to, changes in the Customer's name, address, contact phone or fax numbers, or business practice). The Customer shall be liable for any loss incurred by the Seller as a result of the Customer's failure to comply with this clause.	(i) register a financing statement or financing charge statement in relation to a security interest on the Personal Property Securities Register; (ii) register any other document required to be registered by the PPSA; or (iii) correct a defect in a statement referred to in clause 8.3(a)(i) or 8.3(a)(ii); (b) indemnify and upon demand reimburse the Seller for all expenses incurred in registering a financing statement or financing charge statement on the Personal Property Securities Register established by the PPSA or releasing any Goods charged thereby; (c) not register a financing charge statement in respect of a security interest without the prior written consent of the Seller; (d) not register, or permit to be registered, a financing statement or a financing charge statement in relation to the Goods in favour of a third party without the prior written consent of the Seller; (e) immediately advise the Seller of any material change in its business practices of selling the Goods which would result in a change in the nature of proceeds derived from such sale.	13.2 The Customer agrees that the Seller may exchange information about the Customer with those credit providers and with related body corporates for the following purposes: (a) to assess an application by the Customer; and/or (b) to notify other credit providers of a default by the Customer; and/or (c) to exchange information with other credit providers as to the status of this credit account, where the Customer is in default with other credit providers; and/or (d) to assess the creditworthiness of the Customer including the Customer's repayment history in the preceding two (2) years.
4.	Price and Payment		13.3 The Customer consents to the Seller being given a consumer credit report to collect overdue payment on commercial credit.
4.1	At the Seller's sole discretion: (a) the Price shall be as indicated on any invoice provided by the Seller to the Customer. Order numbers will usually be shown on invoices if they are furnished by the Customer; and (b) a non-refundable deposit may be required.		13.4 The Customer agrees that personal credit information provided may be used and retained by the Seller for the following purposes (and for other agreed purposes or required by): (a) the provision of Goods; and/or (b) analysing, verifying and/or checking the Customer's credit, payment and/or status in relation to the provision of Goods; and/or (c) processing of any payment instructions, direct debit facilities and/or credit facilities requested by the Customer; and/or (d) the collection of amounts outstanding in relation to the Goods.
4.2	Time for payment for the Goods being of the essence, the Price will be payable by the Customer on the date/s determined by the Seller, which may be: (a) the date specified on any invoice or other form as being the date for payment; or (b) failing any notice to the contrary, the date which is thirty (30) days following the end of the month of the date of any invoice/s and/or statement furnished to the Customer by the Seller.		13.5 The Seller may give information about the Customer to a CRB for the following purposes: (a) to obtain a consumer credit report; (b) allow the CRB to create or maintain a credit information file about the Customer including credit history. 13.6 The information given to the CRB may include: (a) personal information as outlined in 13.1 above; (b) name of the credit provider and that the Seller is a current credit provider to the Customer; (c) whether the credit provider is a licensee; (d) type of consumer credit; (e) information concerning the Customer's application for credit or commercial credit (e.g. date of commencement/termination of the credit account and the amount requested); (f) advice of consumer credit defaults, overdue accounts, loan repayments or outstanding monies which are overdue by more than sixty (60) days and for which written notice for request of payment has been made and debt recovery action commenced or alternatively that the Customer no longer has any overdue accounts and the Seller has been paid or otherwise discharged and all details surrounding that discharge (e.g. dates of payments); (g) information that, in the opinion of the Seller, the Customer has committed a serious credit infringement; (h) advice that the amount of the Customer's overdue payment is equal to or more than one hundred and fifty dollars (\$150).
4.3	Payment may be made by cash, EFTPOS, credit card (plus a surcharge of up to two and a half percent (2.5%) of the Price), direct debit, cheque (by prior arrangement) and only for clients on a credit account), or by any other method as agreed between the Customer and the Seller. Credit card payments are accepted over the phone, internet or fax, as well as at the counter. By providing the Seller with credit card details, the Client agrees to all charges (whether or not a signature appears on a docket) and to honour all agreements with its credit provider, warrants that it is the legitimate holder of the card, and that it is acting lawfully by giving those details to the Seller.		13.7 The Customer shall have the right to request (by e-mail) from the Seller: (a) a copy of the information about the Customer retained by the Seller and the right to request that the Seller correct any incorrect information; and (b) that the Seller does not disclose any personal information about the Customer for the purposes of direct marketing.
4.4	Seniors Discount: The Seller offers discount of five percent (5%) of the Price to eligible holders of seniors cards (over fifty-five (55) years of age and no longer working). The card must be in the name of the Customer and must be presented at the time of order placement.		13.8 The Seller will destroy personal information upon the Customer's request (by e-mail) or if it is no longer required unless it is required in order to fulfil the obligations of this agreement or is required to be maintained and/or stored in accordance with the law.
4.5	Trade Discount: In order to obtain a trade discount, an official trade order or contractors license must be produced at the time of order placement. By requesting a trade discount, the Customer is warranting that the Goods are NOT for its personal use and are purchased for the purpose of resale, and in doing so the Customer is forgoing some rights as a "consumer". A trade discount may be given to holders of electrical contractors licenses or legitimate members of the appliance repair industry actively involved in the repair of appliance for payment.		13.9 The Customer can make a privacy complaint by contacting the Seller via e-mail. The Seller will respond to that complaint within seven (7) days of receipt and will take all reasonable steps to ensure that the Customer is satisfied with the outcome of the complaint. In the event that the Customer is not satisfied with the resolution provided, the Customer can make a complaint to the Information Commissioner at www.oaic.gov.au .
4.6	Thirty (30) Day Credit Accounts: The Supplier's experience has shown that some groups of customers present higher credit risks than others. It is no personal judgement on the Customer that the Supplier applies the following restrictions on thirty (30) day credit accounts: (a) no credit terms are available to businesses located in Orange (NSW), businesses outside of Australia, businesses trading in Australia but operated by a company whose Directors reside outside of Australia, businesses who fail to properly identify their Directors on the Credit Account Application, and electrical wholesalers; or (b) credit limit restrictions apply to hardware stores, and proprietary limited companies (unless Personal Guarantees are completed and signed by the Directors); or (c) Personal Guarantees must be completed and signed by trustees of any businesses owned by trusts; (d) thirty (30) day credit accounts may be paid by credit card (MasterCard or Visa) on completion of a Credit Card Authorisation Form. By completing and signing such form, the Customer acknowledges and agrees that the account being paid by credit card must be finalised in full before the close of each month. The Customer will then be sent a statement showing the invoices for the month, a payment on the last day, and an outstanding balance of zero. Should any payment not be met, the Supplier may (at its sole discretion) enforce any right/remedy conferred thereto under clause 11.		Disclaimer 14.1 Subject to clause 10, the Seller shall be under no liability whatsoever to the Customer for any direct, indirect and/or consequential loss, damage and/or expense (including loss of profit) suffered by the Customer arising out of: (a) the firmness or use of any Goods, irrespective of such loss or damage being deemed caused by said Goods, whether the Goods are faulty or otherwise. The diagnosis of appliances is complex and often requires specialised knowledge and equipment. Such diagnosis of faults is the responsibility of the Customer. Due to legal requirements, the Seller is unable to give out technical advice; and (b) a breach by the Seller of these terms and conditions (alternatively the Seller's liability shall be limited to damages which under no circumstances shall exceed the Price).
4.7	Buy-In Goods: all specially procured Goods must be paid for in full at the time of ordering, and are (subject to clause 10.1) non-returnable and non-refundable.		14.2 Manufacturers names, models and part numbers are used for reference purposes only and do not indicate source of supply of Goods. "Home" brand, generic or replacement Goods may be supplied. The assessment of suitability of these Goods is the responsibility of the Customer and should be made prior to order placement. Subject to clause 10, the Customer's acceptance of the Goods is deemed acceptance of suitability for purpose.
4.8	Unless otherwise stated the Price does not include GST. In addition to the Price the Customer must pay to the Seller an amount equal to any GST the Seller must pay for any supply by the Seller under this or any other agreement for the sale of the Goods. The Customer must pay GST, without deduction or set off of any other amounts, at the same time and on the same basis as the Customer pays the Price. In addition the Customer must pay any other taxes and duties that may be applicable in addition to the Price except where they are expressly included in the Price.		General 15.1 The failure by the Seller to enforce any provision of these terms and conditions shall not be treated as a waiver of that provision, nor shall it affect the Seller's right to subsequently enforce that provision. If any provision of these terms and conditions shall be invalid, void, illegal or unenforceable by validity, existence, legality and enforceability of the remaining provisions shall not be affected, prejudiced or impaired. 15.2 These terms and conditions and any agreement to which they apply shall be governed by the laws of New South Wales, the state in which the Seller has its principal place of business, and are subject to the jurisdiction of the courts in that state. 15.3 The Customer shall not be entitled to set off against, or deduct from the Price, any sums owed or claimed to be owed to the Customer by the Seller nor to withhold payment of any invoice because part of that invoice is in dispute. Any disputes or claims regarding invoices and/or statements shall be referred to the Seller within fourteen (14) days of the date of the disputed invoice and/or statement. 15.4 The Seller may license or sub-contract all or any part of its rights and obligations without the Customer's consent. 15.5 The Customer agrees that the Seller may amend these terms and conditions at any time. If the Seller makes a change to these terms and conditions, then that change will take effect from the date on which the Seller notifies the Customer of such change. The Customer will be taken to have accepted such changes if the Customer makes a further request for the Seller to provide Goods to the Customer. 15.6 Neither party shall be liable for any default due to any act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, storm or other event beyond the reasonable control of either party.
4.9	Receipt by the Seller of any form of payment other than cash shall not be deemed to be payment until that form of payment has been honoured, cleared or recognised, and until then the Seller's rights and ownership in relation to the Goods, and this agreement, shall continue.		15.7 The Customer warrants that it has the power to enter into this agreement and has obtained all necessary authorisations to allow it to do so, it is not insolvent and that this agreement creates binding and valid legal obligations on it.
4.10	Credit Notes: Credit will be raised on the day that they are processed, and may not be assigned to the balance outstanding for the month that the Goods were purchased.		
5.	Delivery		
5.1	Delivery of the Goods ("Delivery") is taken to occur at the time that: (a) the Customer or the Customer's nominated carrier takes possession of the Goods at the Seller's address; or (b) the Seller (or the Seller's nominated carrier) delivers the Goods to the Customer's nominated address, even if the Customer is not present at the address.		
5.2	The Goods will be delivered by courier, at the Customer's request. Any orders over the value of two hundred dollars (\$200) will be delivered F.I.S for the Sydney and Gold Coast metropolitan areas". Charges for Delivery may be applicable for all other deliveries, and: (a) where the total order value is over two hundred dollars (\$200), the Customer will receive a discount off the charges for Delivery (for in-stock Goods); and (b) the Customer is entitled to one (1) free Delivery per order in accordance with sub-clause (a). Goods that are bulky will not be delivered free of charge, and by persons, couriers or some other method other than those consigned by the Seller, are at the Customer's sole risk from the time the Goods are collected from the Seller's premises.		
5.3	The Customer must take Delivery, by receipt or collection of the Goods, whenever they are tendered for Delivery. In the event that the Customer is unable to take Delivery, as arranged, then the Seller shall be entitled to charge a reasonable fee for redelivery and/or storage. All Goods to be collected by the Customer must be collected within twenty-one (21) days of notification that they are ready for collection by the Seller, and the Customer shall be deemed notified after three (3) failed attempts to contact the Customer on three (3) subsequent days on the telephone number and/or email address supplied by the Customer to the Seller. The Customer acknowledges and agrees that the Seller reserves the right to dispose of the Goods, or return the Goods to the supplier, if they are not collected within the twenty-one (21) day period, and the Seller shall not be liable for any loss, damages or costs resulting therefrom.		
5.4	The Seller may deliver the Goods in separate instalments. Each separate instalment shall be invoiced and paid in accordance with the provisions in these terms and conditions.		
5.5	Any time or date given by the Seller to the Customer is an estimate only. The Customer must still accept Delivery and the Seller will not be liable for any loss or damage incurred by the Customer as a result of Delivery being late.		
5.6	Where the Goods are delivered by post or courier organised by the Seller, any claim for short supply or transit damage must be made within forty-eight (48) hours of Delivery (or expected Delivery). Claims must clearly state the nature of the problem and the remedy sort (e.g. refund or re-supply) and must be made in writing. Goods delivered by persons, couriers or some other method other than those consigned by the Seller, are at the Customer's sole risk from the time the Goods are collected from the Seller's premises. * Free Delivery zone applies to trade only for in-stock Goods over two hundred dollars (\$200). These freight free zones are for LOCAL only (Freight 1 & Freight 2: Sydney, Metro Sydney, Blue Mountains, Central Coast, Newcastle, Hunter Valley, Wollongong, Southern Highlands, Interstate Capital Cities – 1 st twenty-five kilograms (25kg) is freight free, but additional weight charges are payable.		

Please note that a larger print version of these terms and conditions is available from the Seller on request.