

Replas Ordering Process

Thank you for choosing Replas low maintenance recycled-plastic products for your project. We are delighted to accept your order on the condition that you have read and understood each of the points outlined in this document, the *Ordering process*, and in the *Product properties* document downloadable on the Replas website, here:

http://www.replas.com.au/prod_properties.shtml

Placing your order

1. **Put your order in writing.** We will accept a faxed, mailed or emailed purchase order or an email detailing the quantity, style, colour, size or (sizes) of and any modifications to the items you require.

If your order included bollards that are to be modified, please download and complete the *Bollard Modification document* on the website, here:

http://www.replas.com.au/datasheets/bollard_mod.pdf

The delivery address and any special delivery instructions must be provided.

Please include the company name and contact name, email address and contact phone number (preferably mobile number) for both the person responsible for the order and the person responsible for the delivery.

Providing us with all the information we need allows us to process your order promptly and efficiently.

2. We will acknowledge receipt of your order. Please read the information about taking delivery of your order and lead times overleaf.
3. We will contact the person responsible for receiving the delivery to advise the delivery day prior to despatch. In some cases (for example, where a client does not have an account with us) we will request payment prior to delivery. If this is the case, an invoice will be generated and emailed. Please read the information about paying for your order overleaf.

Taking delivery of your order

Your order will be packed on pallets or skids for delivery. Furniture and signage orders come flat packed and pre-drilled.

You'll need to have a forklift present to unload your order from the truck and must be available to accept delivery any time between 8.00am and 5.00pm Monday to Friday. We prefer not to deliver to worksites for logistical reasons, however, if this is the only option please discuss this with your Distributor.

For some orders, it may be possible to unload by hand but this is a time consuming and costly process. We suggest you discuss whether or not it will be possible to hand unload your order with your Distributor. Please be aware that the courier is not required to assist and will charge accordingly for the time taken to unload your order.

If, for any reason, you are unable to take delivery of your order, additional charges will apply.

Please check your order as soon as possible and notify us immediately if it is incomplete. Any claims for faulty or missing products must be made within five working days of delivery.

Lead times for your order

Your order will usually be delivered two to four weeks from the day that it's ordered.

Lead times often vary as most items are made to order. Depending on when during the production cycle your order is received, your order may come earlier or later than expected.

For example, if you place an order for bollards at the start of the month, and these are being manufactured the following week, your order will be ready sooner.

For this reason, we strongly discourage you from engaging the services of installers until your order has been delivered. We will not be held liable for any expenses incurred from cancelled or delayed installations.

Paying for your order

All orders are to be paid COD, unless you have an account with us or have made alternate arrangement.

Please pay your account according to the terms outlined on your invoice or statement. Failure to do so may result in future orders being put on hold.

For large orders from non-government customers (over \$5000, plus GST) a deposit may be required. If applicable, we will provide you with a deposit invoice and will authorise Production to start manufacturing your order when we receive this deposit.