

Thank you for choosing to use recycled-plastic products from Replas!

Before placing your order, please read the following document carefully. Providing us with all the information that we need allows us to process your order promptly and efficiently.

Orders are accepted on the condition that this document the *Product Properties* and *Installation - Terms and Conditions* documents have been read and fully understood.

How to place an order:

- 1 Send us a purchase order via email **OR**
- 2 Send us an email detailing the following:

Product style, quantity, colour, size, note of any modifications required

- 3 Replas will acknowledge your order by return email.

Please note: if your order includes bollards that are to be modified, please download and complete the *Bollard Modification document* which can be found in the *Technical Information* section on the product pages of the website.

Lead times for your order

Leadtime will be confirmed at the time of your order being processed. If there is any subsequent variation to this, you will be notified.

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

Paying for your order

- Unless you have an account with Replas, all orders must be pre-paid. This may be done via EFT, credit card or cheque.
- Please pay your account according to the terms outlined on your tax invoice. Failure to do so may result in future orders not being processed until payment has been received.

Taking delivery of your order

Prior to dispatch, Replas will contact the person named as the delivery contact.

Where possible, your order will be part assembled, pre-drilled, or flat packed. Fully assembled items will be confirmed upon order.

- You must be available to accept delivery any time between 8.00 am and 5.00 pm, Monday to Friday.

- You will need to have a forklift present to unload your order from the truck.

Note: If you require a delivery truck with a tail gate, please be aware that this will increase the cost of freight.

- It may be possible to unload some orders by hand; however, this is a time consuming and costly process and should be discussed with your sales rep.

Note: couriers are not required to assist with unloading and will charge accordingly for the time taken to unload your order. Some couriers will not allow hand unload if length and weight are a concern.

Should you require your order to be delivered to a worksite please discuss this with your sales rep.

If for any reason you are unable to take delivery of your order, additional charges for re-direction or re-delivery will apply. Any deliveries carried out where a product is not delivered or accepted (for whatever reason) and need to be re-delivered, will incur additional costs at a rate specified by the transport company. All extra costs relating to freight and storage will be provided at the customers' expense.

Replas deliveries may depend on external sources and therefore a delivery date cannot be guaranteed, Replas will not be held responsible for any costs incurred should the order be delayed.

Please check your goods immediately upon delivery to ensure your order is correct. Any claims of discrepancy in product, quantity, quality or colour must be reported to Replas within five working days of delivery.

Congratulations on choosing recycled plastic—the ethical alternative.