

TERMS OF BUSINESS

- Settlement terms: upon acceptance of a credit account with Esdan the payment terms are strictly 30 days from month end. Before an account is opened all transactions are strictly C.O.D.
- Where credit terms are exceeded deliveries will be withheld and action undertaken to ensure collections of outstanding monies. Esdan also reserve the right to remove from our shipping / production schedule any orders from customers who exceed our terms.
- All orders are subject to acceptance and approval by Esdan. Orders for custom branded products cannot be cancelled once the production has commenced.
- Minimum order value: all orders with a net value of less than \$300.00 (excluding GST) will be subject to a special handling charge.
- Prices: all prices are ex works including capital city metro area, with special packaging requirements and freight charges extra, where applicable.
- Transport: arrangements nominated by customers will be charged to the customer's account.
- Shipment of order: all orders will be shipped as promptly and efficiently as possible. Esdan will not be responsible for losses or delays in shipment. The customers assume responsibility for the goods from despatch including insurance.
- Discrepancies in shipment: discrepancies must be reported by writing or fax within seven days of receipt of goods. Otherwise it will be assumed goods have been delivered as per the quantities stated.
- Credit returns: goods will only be accepted for credit subject to prior agreement, at which time a return authorisation (RA) number will be issued. This number must be attached to the goods as well as noted on all paperwork. Any returns must be unused and in a good re-saleable condition. Goods received damaged or used will not be subject to a credit. All goods returned without authorisation will be subject to a handling and restocking charge. All freight must be prepaid by the customer. Custom made / ordered items including assemblies are non-returnable and subject to "make at break" condition.