

## **BRUMBY SUNSTATE SUMMARY OF COMMERCIAL TERMS**

**Firm Sale:** All sales are on a firm basis and no returns will be accepted without prior arrangement.

**Prices:** Prices advertised are recommended retail only, and are subject to change without notice. All pricing is inclusive of GST.

**Freight:** Freight charges vary depending on location; please contact Customer Service or your Sales Rep to check the applicable rate.

**Proforma Orders:** Proforma orders, which require payment for the order to be made before the goods are released, will be held for a maximum of 3 days and returned to stock if payment is not received during this period. Once an order reaches the minimum \$250 wholesale, proforma customers will be contacted for payment.

**Small Order Freight and Handling Surcharge:** Available stock orders below \$250 wholesale, will be held to merge with future orders and back orders. Any orders requested to be released below \$250 will attract a small order surcharge of \$15.50.

**Backorder Policies:** Any titles that cannot be supplied will automatically go to "backorder", unless otherwise selected on your application. Backorder reports can be requested via customer service at any time. A backorder is a title that cannot be supplied on a customer order for various reasons. All backorders are cancelled after 6 months.

The following backorder options are available to customers:

- **ALWAYS** - Accept All Backorders.

Any titles that cannot be supplied will automatically go to backorder. If a backordered title is then reordered by the customer, the new order will be added to the existing backorder.

- **NEVER** - Never Backorder.

Any titles that cannot be supplied at the time of order will be omitted from the order

All titles that are out of stock, on order, not yet published or reprinting will be backordered unless the , 'Never Backorder' option is chosen. When backordered titles arrive into stock, they will merge with current orders and be released once reaching the \$250 net minimum order requirement.

**Freight:** Freight charges vary depending on location; please contact Customer Service or your Sales Rep to check the applicable rate.

**Apply for Credit account:** A 6 month trading history (or 6 orders) is required before commercial credit will be considered, a separate Application for Commercial Credit Account form will be provided for this.

**Incorrect Supply and Damaged Deliveries:** Claims for incorrect supply must be forwarded direct to Brumby Sunstate Customer Service and must quote the Brumby Sunstate invoice number and date. No claims for short supply or damages will be considered beyond a fourteen (14) day period from the date of invoice.

**Title to Goods:** Brumby Sunstate shall retain title on all goods supplied on an "all monies" basis. This means that Brumby Sunstate retains title to all goods supplied until all monies owing to Brumby Sunstate by the customer have been paid in full. Brumby Sunstate reserves the right at any time to repossess any goods not fully paid for in accordance with our trading terms.