

# Service and Delivery Policy

## On-site Freight Delivery Charges

An on-site delivery surcharge will be applied where a direct to site order value is less than \$3000 + GST.

“On-site” is defined as any delivery address other than your stores physical address.

The surcharge value is \$250.00 + GST. Code; FRTU3000

The unloading of product from a truck at site is at the customer's care and cost.

## On-site Unloading Charges

On-site deliveries are based on product supply to a single drop location. A request to provide product unloading for on-site deliveries will be charged a service fee irrespective of order value.

- Hiab unloads will be charged at \$250.00 + GST Code; FRTHIABHC
- Additional drops will be charged at \$150.00 + GST per hour Code; FRTEXTDR

Waters & Farr reserve the right to charge for excessive wait time's causing delays to unloading.

Delivery destinations considered “significantly off standard transport routes” will be treated outside this policy as P.O.A and negotiated with the customer accordingly.

## Delivery Time

Waters & Farr will use reasonable endeavours to deliver goods ordered within a reasonable time. Delivery dates are estimates only and Waters & Farr shall not be liable for any claim, damage or loss arising out of delay in delivery.

## Small Order Surcharge

A small order surcharge will be added to all orders that have an invoice value of less than \$500.00 + GST. The surcharge value is \$50 + GST and will be invoiced against the first product dispatched. Code; FRTU500

## Minimum Quantities

Farmboss and Civilboss pipe orders for delivery into your store will only be dispatched in crate quantity minimums and multiples thereof. Bosspipe orders for delivery to a customer site will be supplied to custom order quantity (subject to on-site order value minimums and associated freight charges)

Bosspipe Diameter	Minimum Dispatch Quantity Multiples
225mm	Crate of 8 lengths
300mm	Crate of 6 lengths
375mm	Crate of 2 lengths
450mm	Crate of 2 lengths

## Restocking & Made to Order Goods

The return of any goods to Waters & Farr must be pre-approved before taking place. Approved product returns will incur a restocking fee. The restocking fee will be 15% of the goods original invoice value, plus the freight cost of return (unless returned at the customers care/cost)

Products manufactured to order (non-stock items) will not be accepted for return/credit

A restocking fee may be placed on orders cancelled before delivery if they have already been processed through our system for picking and loading.

Credits will be processed once the product is returned and checked to ensure it is in an acceptable resaleable condition, in line with the credit and return procedure.

For Items manufactured to customer order but are no longer required will be charged in full.

## Claims

It is important that all product is checked/inspected at the time of delivery. Waters & Farr will not replace any goods if a POD cannot be supplied with a signed notation regarding damage on arrival of goods.

Waters & Farr will allow 24 hours after delivery of product to be notified of damage and 5 days to be notified of under supply.

## Equipment

Product purchased on equipment belonging to Waters & Farr, eg. Drums will be subject to our hire agreement. The agreement must be signed before the drum will be released for delivery. All equipment must be returned in a safe, timely manner in the same condition it was supplied as per the terms and conditions outlined in the agreement, otherwise restoration charges will apply.