

Terms And Conditions Synergy Furniture Solutions (SynFurn) 2020

- 1 **Quotation** is valid for 30 days from date shown. If an order is placed outside the 30 day period- a price check and revised quotation (if necessary) will be provided before an order can be fulfilled. A Quotation is not an order
- 2 **Orders** will be processed when all details on purchase order correspond with quote.
- 3 **Bespoke Goods.** Customer acknowledges that goods are being made to order to meet customer specifications and measurements - drawings will be provided for sign off prior manufacture. Custom made goods cannot be returned
- 4 **Variations** to any order(s) cannot be accepted without written consent of the customer.
Changes will not be effective until Synergy Furniture Solutions has provided new pricing for any variations.
- 5 **Warranty-** Goods are warranted for a minimum of 12 months unless otherwise stated. Please ensure all goods are checked for damage or fault immediately on delivery as transport damage can occur. Any damages or faults must be no later than 7 days from goods receipt.
- 6 **Backorder Procedure** - From time to time- a backorder - when all goods are not available for delivery at the same time- will occur. This generally will not incur secondary freight charges unless accounted for in first discussions or backorder is caused by client being **unready** to accept goods with first delivery of order.
- 7 **Delayed Delivery Procedure** - Storage charges for goods undeliverable due to **clients inability** to accept goods at agreed time may be charged. Minimum charge 1 standard pallet 1200 x 1200 x 1200mm and minimum 1 weeks cost. This charge will apply regardless of the cause for the delay in this instance.
- 8 **Lead Times** - Estimated delivery times vary and are subject to work load and production/ transport & logistics availability. Generally 4-6 weeks from order entry to delivery is required. However- special consideration will be given when possible- given appropriate notice
- 9 **Payment Terms** are 14 days from delivery or payment prior shipment. This will be negotiated at time of order and Synergy Furniture Solutions will use their discretion in this matter. Direct deposit or cheque payment is required. **EFT details: BSB 083 547 ACCNT: 526211259. Synergy Furniture Solutions.** For orders in excess of \$5,000 a 50% deposit or payment in full prior delivery may be required.
- 10 **Goods Ownership** - Goods supplied remain the property of Synergy Furniture Solutions until all outstanding invoices have been paid in full.
- 11 **Risk** – the responsibility for loss or damage of goods shall pass to the customer upon delivery to the customer, the customer’s agent or to a destination or carrier nominated by the customer.
- 12 **Goods Return-** For change of mind or incorrect orders a 20% restocking fee will apply. Goods return will be at own cost. Goods to be delivered to SFS warehouse facility in Dandenong South or Head Office in Berwick. Goods must be in an "as new" and resaleable condition and credit or refund will be determined by Synergy Furniture Solutions. Any payment for balance of goods delivered on same invoice is required to be paid within our payment terms stated herein.
- 13 **Changes to Terms-** Terms and conditions can be changed without notice to reflect any changes to business running cost and services.