

TERMS AND CONDITIONS OF THE SALES LOOP FOR AUSTRALIA AND NEW ZEALAND

The below are the terms and conditions of trade under which The Sales Loop (Seller) is willing to trade with you (Buyer). Any alteration or amendments to these terms and conditions must be in writing and signed by an authorised representative of the Seller.

ORDERS

Orders can be received by the Seller from the Buyer via email, over the phone or through the Seller's agent.

If a Buyer cancels an order in writing within 7 days of placing the order, the Buyer will not incur any charges for that order.

If a Buyer does not cancel an order in writing within 7 days of placing the order, the Buyer will be liable for the full order amount.

Under special circumstances and agreed by the seller, the buyer can cancel the order, but the below cancellation fee will apply on the invoice amount.

A 20 % cancellation fee applies after the 7 days of placing the order.

A 30% cancellation fee applies if the buyer wants to cancel and the order has not left the suppliers premises.

A 50% cancellation fee applies if the stock has already arrived at the sales loops premises or the sales loops third party warehouse.

The Seller will endeavour to fulfil each order as completely as possible but cannot guarantee this and cannot be held responsible for this.

PAYMENTS

Buyers (other than Approved Buyers) must pay for each order completely before the seller will deliver to the buyer.

Once a Buyer has completed two purchases with the Seller, the Buyer may request a credit application form from the Seller. If the Buyer submits a credit application to the Seller and the Seller approves the creditworthiness of the Buyer, the Buyer will be an Approved Buyer.

Approved Buyers will be delivered their order on an account and the invoice amount less the deposit already paid is required to be paid within 30 days of the date of the relevant invoice, unless otherwise agreed by the seller in writing.

Approved Buyers who pay invoices within 7-days of the invoice date will enjoy a 5% discount on the invoice value (excl freight costs and GST).

Orders can be paid for by EFT, PayPal, or credit card at no extra charge.

Unpaid invoices will accrue interest at a rate of 2% per calendar month, accrued daily from the date the invoice becomes overdue.

The Buyer is liable for all recovery costs incurred by the Seller in respect of any unpaid invoices.

RETURNS

If a Buyer considers any item ordered from the Seller as faulty, the Buyer must, within 10 days of receiving the relevant stock notify the Seller in writing of the fault, including a clear description and of the fault and the item of stock (including colour, size and style number) and a clear photograph of the fault.

If the Seller agrees that the item of stock may have a fault, it must direct the Buyer to return the stock to the Seller for a closer inspection, which the Buyer must do within 10 days of receiving the direction.

If after a physical inspection of the item the Seller agrees that the item is faulty, the Seller must refund the Buyer's postage costs and (at its sole discretion) either send the Buyer a credit note for the value of the faulty goods or replace the goods.

If the Seller does not agree that the item is faulty, the Seller will return the item to the Buyer at the Buyer's cost and email the Buyer the Seller's reasons for not accepting that the item is faulty.

DELIVERY AND ADDITIONAL TERMS

If there are any discrepancies between the stock delivered and the actual invoice for that stock (not the order confirmation) the Buyer must notify the Seller within 10 days of the stock arriving of the discrepancy (including details of any stock not delivered).

If a Buyer does not notify the Seller as set out above, the Buyer must pay the invoiced amount without set-off or deduction.

Any delivery date/month given by the Seller to the Buyer is an estimate only and the Seller will not be held liable for any loss occasioned by failing to deliver an order by the estimated date.

The Seller reserves the right to cancel any pending or future orders of the Buyer should the Buyer fail to comply with these terms and conditions of trade.

PRIVACY

If the Buyer has made an application for a credit account, the Buyer authorises the Seller to obtain personal credit information of the Buyer in relation to the application for a credit account.

RETENTION OF TITLE

The Seller retains the title in any goods delivered until they have been paid for in full. The Buyer agrees to make available to the Seller (or the Seller's agent) for collection all items that have not been paid for in full after 60 days from invoice date. The Seller reserves the right to make changes to these terms and conditions from time to time, in writing and emailed to the Buyer.

If you have any questions or concerns regarding the above, please don't hesitate to contact Warren Aronstan at warren@thesalesloop.com.au or call 0410363798.