

Whiteboards R Us

A division of Source One Alliance Pty Ltd
ABN 21 095 953 745
38 Nicholas Drive, Dandenong South Vic 3175
Phone: 03 9703 1222
Email: sales@whiteboardsrus.com.au
Web: www.whiteboardsrus.com.au

TERMS & CONDITIONS

1/8/2023

Pricelist Effective Date

1st August 2023

All listed pricing is exclusive of GST and subject to changes at the discretion of Whiteboards R Us. For project pricing (in excess of 50 boards), please email sales@whiteboardsrus.com.au to have your project reviewed and quotation provided.

Ordering

Orders can be placed by emailing Whiteboards R Us customer service team, at sales@whiteboardsrus.com.au or calling through on (03) 9703 1222.

Whiteboards R US services all states throughout Australia.

Delivery Fee

Delivery / Freight charges are based on size, quantity and location - POA

Freight and packaging costs are subject to change without notice, Current freight and packaging costs should be reviewed by the customer via quotations and when order confirmations are received.

Whiteboards R Us are happy to work with your freight provider, please provide notification so that we can ensure smooth on boarding.

Delivery Conditions

Whiteboards R Us engage the use of contracted courier drivers to support us in making deliveries. As such we are bound to some of these terms of trade, function and conditions;

9.3. Client is responsible for the unloading of the Goods at delivery site. Our drivers reserve the right to refuse to unload if, at their sole discretion, they form the view that the location, situation, support available for assistance is unsatisfactory, unsafe or not within our guidelines.

Failure to provide adequate assistance or means for unloading the Goods may incur an additional delivery charge or result in the return of the Goods to Whiteboards R Us.

9.4. Any time advised for delivery is an estimate only. All care will be taken to adhere to time given however we will not be liable for any delay in delivery.

9.5. Upon delivery, you must inspect the Goods against the delivery docket and verify that the Goods being delivered are what has been ordered by you. You must notify us of any discrepancies, errors or returns within 24 hours of delivery.

Conditions and Supply Lead times

Customer collection time:
Between 7am – 2pm Monday-Friday

Please discuss your requirements with customer service as you place your order,
We will endeavor to provide a fast-turn around on orders:

- Where stock is available, will be dispatched with 3 working days
(We do not stock many products, large majority of orders received are made to order)
- Products not listed within pricelist/Made to order products 10-15 working day lead time.
- Lead time on custom design products (etching, decals) may vary, please discuss with the Whiteboards R Us customer service team.
- No Purchase Order, No Fabrication Policy.
A purchase order is a legally binding document. It should detail items that the buyer agrees to purchase at a certain price point. It outlines the product required, delivery address, site contact along with buyers reference.
Within 2 business days of receiving your purchase order, an order acknowledgement will be sent to you via email, that will include a proposed completion date. After this acknowledgement has been issued goods will be fabricated and charged (no cancellations will be accepted after order acknowledgement has been issued).

We endeavor to provide fast turn-around times on all orders, however, all lead times are subject to production volumes and material availability.

Orders that have not been collected, and stored for longer than the manufacturing lead time provided, will incur storage fees of 5% of the value of the goods, each week they are kept in storage.

Pallets

All orders traveling regionally, and interstate will be palletised for safe transportation.
The cost of each custom-built pallet will be quoted for and supplied within your quotation.

Goods Received/Returned

Products received by you in damaged condition must be noted as such on the freight documents, goods signed and received in good condition will be the responsibility of the account holder/receiver. All returns are at the discretion of Whiteboards R Us.

Returns will not be accepted for made to order/custom fabricated products.
(Products that do not appear on our price lists)

Any agreed returns will be subject to the following conditions;

- Stock products must be returned within 30 days of original invoice date in their original undamaged packaging. Damaged or dirty goods will not be accepted for credit.

- Freight must be arranged and paid for by the customer.
- All returns will be subject to a 30% administration/restocking fee.

Guarantee

Product that is faulty in workmanship or material will be repaired or replaced. You must notify Whiteboards R Us customer service of any damaged, faulty or incorrectly supplied product with seven business days of delivery.

Notes

All prices are excluding GST.

Title of the goods supplied does not pass until the goods have been paid in full.

Please refer to Whiteboards R Us credit application for full list of current trading terms.

Whiteboards R Us reserves the right to change product specifications as part of its ongoing quality and environmental commitments, without prior notification.

Please discuss your requirements with the Whiteboards R Us team, and we can tailor a quotation to meet your requirements.
