



ANSPEC TERMS AND CONDITIONS POLICY

General Conditions

These conditions shall apply to all sales made by Anspec Pty Limited, whether sales result from orders received from the customer by telephone, mail, facsimile, EDI, internet or any other means.

Prices are valid at the time the quotation is presented to the customer however general price lists are subject to variation without notice. Anspec will always attempt to honor prices received on Purchase Order received against Quotation. Should the price change after the purchase order is received and Anspec is unable to honor, customer approval prior to proceeding with the order will be sought.

Anspec reserves the right to charge an urgent delivery fee where Customer requests an urgent fulfilment of their order. The amount of this fee will be advised during acceptance of Purchase Order.

Delivery, Title and Risk

Anspec shall not be liable for any loss in respect of failure to deliver or late delivery of any products.

Title to the products will be deemed to pass to the customer immediately upon receipt of payment for the products.

Until the title of the products passes to the customer, the customer must hold the product as fiduciary bailee; store the products separately and in a manner to enable them to be clearly identified as the property of Anspec and keep the products free of any encumbrance.

Your account

Settlement

Payment to be made on Anspec's invoices. Anspec will release the order upon receipt of payment for the goods and all other costs.

Currency

Unless otherwise specified, all payments must be made in Australian dollars. Please contact our office for details of payments in other currencies.

Overseas Transaction Fee

An AUD \$25.00 overseas transaction fee will added for international payments into Australia.

Permits

- **Import permits to Australia**
Where required, appropriate import documentation and permits are to be supplied by the customer along with the order.
- **Export permits from Australia**
Where required, Anspec will organise the appropriate export documentation and costs incurred will be invoiced to you.
- **Product Re-Export approval**
Certain product manufacturers prohibit re-export of their product without appropriate approvals being granted. The Customer is required to disclose additional information at the time of order should they propose to re-export the product being purchased.

Name	Version	Revision Date
PQ07 Terms and Conditions Policy	1	December 2020



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Returns & Refund Policy

- Customers must inspect the goods upon delivery and advise Anspec within 72 hours by written notice of any claims for credit. Claims for credit including the submission of an Anspec Discrepancy Report must be referred to Customer Service for investigation and authorisation by the Customer Service Supervisor. No credit will be issued without prior approval.
- Anspec will replace or credit at its discretion any products; damaged in transit if approved and insured by us; and products short delivered or short dated (less than 6 months), provided claim is received in writing within 72 hours of delivery supported by photographic evidence of the claim issue. Claims received after 72 hours will not be accepted.
- Goods supplied in error must be returned to Anspec in saleable condition by Anspec nominated carrier and accompanied by the appropriate Returned Goods Authority (RGA). Returned goods can only be accepted with an attached RGA. This document is also required for the Australian customs import approval process. All returned goods require the RGA number and a copy of the RGA attached to outside of the carton.
- At the sole discretion of Anspec, customer may be authorized to dispose of the goods and where applicable, will be required to complete a destruction certificate evidencing disposal prior to the issue of credit.
- Anspec will not accept goods that have broken seals or have deteriorated due to customer mishandling and / or improper storage conditions.
- Credit notes will not be issued for duties or taxes originating in the country of destination.
- Refunds for purchases made by credit card may only be made to the same credit card the applicable purchase was charged.
- If the return involves surplus stock or goods ordered in error, then the acceptance of the credit may depend on a credit being issued by the supplier to Anspec.
- Upon advice of a Product Recall, Anspec's customers must follow the Product Sponsor's instructions. Our customers are required to provide suitable evidence that these instructions have been followed and within the advised timeframe, e.g. documentation of recall notification, evidence of return and destruction certificates.

Acceptance of terms

Placement of your first and any subsequent orders will be deemed by Anspec as the Customer having read, understood and accepted these terms of trade.

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