



## TRADING TERMS & CONDITIONS

**1. MINIMUM ORDER** requirement is \$100.00 net (GST inclusive). Orders less than this amount will incur a surcharge of \$11.00 (GST inclusive).

### 2. SUPPLY OF GOODS

Goods are supplied on either a 'FIRM SALE' (FS) or a 'SALE OR RETURN' (SOR) basis depending on the category of product as shown in Dennis Jones & Associates Pty Ltd's New Title order forms.

Firm Sale - No return rights exist for this product.

Sale or Return - Goods may be returned for credit under the criteria as detailed below.

### 3. RETURNS POLICY

Products for return will only be accepted up to 12 months and not before 2 months from the date of invoice. Return requests may be mailed, faxed or emailed and must list the product details including description, quantity, full ISBN and the original invoice number on which that product was supplied. Goods returned will only be given full credit if they are in a mint and resalable condition.

#### Customer Requirements

Products for return must:

- be in mint condition and suitable for resale. All stickers, labels and marks must be removed.
- have been invoiced by Dennis Jones & Associates Pty Ltd
- be returned in one shipment
- be packed securely
- be accompanied by a Dennis Jones & Associates Pty Ltd returns authorisation request
- be received within 14 days of authorisation and addressed to 1/10 Melrich Road Bayswater Victoria 3153

Claims for damaged or short supply will only be accepted within 14 days of receipt by client. Freight on returns is at client's expense.

#### Please Note

Products received will be returned at your cost if they are:

- unauthorised
- not suitable for resale
- not invoiced by Dennis Jones & Associates Pty Ltd
- not accompanied by the relevant documentation and authorisation number
- insecurely packed and damaged
- not prepaid

### 4. PAYMENT OF ACCOUNTS

Payments are due monthly and at 30 days from end of Month. Payments received will be allocated against oldest outstanding invoices unless otherwise specified. Unreconciled credits will automatically be taken up against overdue balances on the expiry of 90 days from the month end of that credit invoice. Payments are accepted by cash, cheque, electronic funds transfer or credit card. Please note that a credit card surcharge of 2% will apply to all credit card payments, we accept Visa/Mastercard/American Express.

## **5. GOODS RECOVERY**

The vendor retains all rights to the products supplied until such time as those goods and all outstanding amounts are paid in full.

## **6. DISCOUNT**

Base Discount of 35% applies to all new accounts.

## **7. TRADING ACCOUNT STATUS**

Customers have a trading sale or return account: where store closure occurs goods may be returned up to the amount owed to Dennis Jones & Associates Pty Ltd.

## **8. PRICING**

All prices quoted on price lists and order forms are subject to change without notice.