



TRADE TERMS & CONDITIONS

Hermon Hermon Commercial offer a trade discount to Decorators, Designers, Architects, developers and Specifier's for Residential and Commercial Projects.

As a valued customer of Hermon Hermon Commercial, we would like to familiarize you with our processes to ensure that your experience with us is a satisfying one. Please feel free to speak with any one of our sales consultants if you have any further questions.

1. Trade Prices

Hermon Hermon Commercial offers 15% off the retail prices for furniture and accessories with 19.7% off lighting.

There is a minimum purchase of \$300+GST.

We do not offer trade discounts on sale items.

Hermon Hermon Commercial retains the right to, at any time without notice:

- Change the trade discount rate.
- Discontinue one's eligibility to receive trade discount.

1. Ordering Your Products

Hermon Hermon Commercial will only sell items to the trade applicant. If the applicant is in store, they must be present when their client is purchasing.

Quotations are valid for 30 days. Any alterations to the specifications of an item in the quotation are subject to a price review.

Purchases made online will raise a purchase order request. Once your order has been sent through the Hermon Hermon Commercial website it will be processed by one of our consultants.

If the item is in stock you will receive a "Sales Order" initially, confirming your order and showing cost of delivery if required. Once stock has been confirmed and ready for delivery or collection you will be issued a "Proforma Invoice" for payment.

If the item needs to be ordered a deposit of 50% is required upon receipt of your Sales Order confirmation. This amount will be shown on the confirmation.

Any request for changes to a purchase order must be made in writing within 7 days and are subject to price review and manufacture assessment. Not all changes are possible once an order has been placed.

All deposits on orders are NON REFUNDABLE. Please choose carefully as we do not refund, credit or exchange for change of mind or incorrect selection.

Cancellation of an order after a 7 day period will incur a full loss of deposit.

Arrangements to commence manufacture will not begin until a 50% deposit is paid.

2. Paying For Your Products

We accept Direct Debit, Visa, Mastercard, Cheque and Cash. AMEX incurs a 3% surcharge. The balance of the invoice is payable prior to delivery.

All products will remain the property of Hermon & Hermon until payment is received in full.

Credit applications are only available to applicants with proven history of purchases over the period of 6 months.

3. Delivery of Your Products

Delivery dates are estimates only and we are unable to accept any liability for failure to deliver within the specified time resulting from shipment/delivery delays from our suppliers or transport companies.

Delivery times will be arranged with you in advance. If you are unable to accept delivery within 14 days from our first call, the invoice must be paid in full. In addition, a storage fee of 1% of the value of the goods per month or \$100 per week whichever is higher is payable. If there is no one available to accept delivery on a pre-arranged delivery date, you will be charged for transport and re-delivery costs.

You are responsible for ensuring that there is adequate access and entry to your premises to allow delivery of the products. Delivery charges are based on ground floor access. If additional handling is required or requested on site then this will be charged at the customer's expense. Any dispute of delivery charges will be resolved with the delivery sub-contractor and not Hermon Hermon Commercial.

We reserve the right to make part deliveries of any order and each part will constitute a separate contract in respect of the products delivered on the same condition as set out herein. At any point of time, a 50% deposit must be maintained for all undelivered goods. Failure to deliver all the products you have ordered shall not invalidate the contract as regards any part deliveries.

4. Inspection of Your Products

You are required to inspect your products when you take delivery of them. You will be required to note any damage on the delivery documentation which is presented to you by the carrier for signature. In any

other cases you will be required to notify us in writing of any damage or shortage within seven (7) calendar days of delivery. We will not be liable for any damage to any of the products unless we are notified within the time period specified above.

Note: Timber and other natural materials may change if placed in different environments, and timber grains & stains on such natural materials can differ between batches. It is the designer/customer's responsibility to inquire about the nature of the finish.

5. Your Right to Return Products

Unless goods are faulty, and we are duly notified as outlined above, we are unable to refund exchange or credit your account.

All custom made items are non-returnable and non-refundable. Custom made is defined by the requirements to specifically manufactured goods that are not a stock item.

All sale items are non-refundable and non-returnable. It is the clients responsibility to check sale items condition prior to collection or delivery. Items may be cleared due to defects and/or damage and are sold as is.

No item is refundable unless it has a manufacturing fault and Hermon Hermon Commercial are unable to re-supply the item.

Manufacturing faults refer to any structural defect in the workmanship and or material but do not cover misuse of the product which will be determined by Hermon Hermon Commercial.

As all timbers are a natural product, variations in grain and colour are to be expected. No product is returnable or refundable due to natural variations. Careful consideration must be taken before purchasing to ensure the product has an appropriate finish to suit the intended use. It is the designer/customer's responsibility to inquire about the nature of the finish.

6. Our Liability

We will not be responsible for ensuring that the products are suitable for a particular purpose unless it is self-evident or made known to us.

Nothing in the contract will limit or exclude our liability for death or personal injury caused by our negligence or for fraud. If you are a consumer, then nothing in these terms and conditions will affect your statutory rights.