

Replas Ordering Process

Thank you for choosing to use recycled-plastic products from Replas

Before placing your order please read the following document carefully. Providing us with all the information that we need allows us to process your order promptly and efficiently

Orders are accepted on the condition that this document and the *Product Properties* document have been read and fully understood.

How to place an order

1. Send us a purchase order via fax or email

OR

2. Send us a fax or email detailing the following

- product style
- quantity
- colour
- size
- note of any modifications required.

3. Replas will acknowledge your order by return email.

Please note: if your order includes bollards that are to be modified, please download and complete the *Bollard Modification document* which can be found in the *How to Order* section of the website.

Where materials and installation are to be provided by Replas please complete a *Customer Order—Deliver Details* form which can be found in the *How to Order* section of the website.

Lead times for your order

Our distribution centre aims to hold stock float levels of all common items, and can frequently dispatch orders within a 1–2 week period. However, if the product needs to be modified or is not in stock, the total lead time may be up to four weeks.

If your order is going to take longer than the above, you will be notified.

For this reason, we strongly discourage you from engaging the services of installers until your order has been delivered. Replas will not be held liable for any expenses incurred from cancelled or delayed installations.



www.replas.com.au

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Paying for your order

- Unless you have an account with Replas, all orders must be pre-paid. This may be done via EFT, credit card or cheque.
- Please pay your account according to the terms outlined on your invoice or statement. Failure to do so may result in future orders not being processed until payment has been received.

Taking delivery of your order

Prior to dispatch, Replas will contact the person named as the delivery contact.

Your order will be packed on pallets or skids for delivery. Furniture and signage orders come flat packed and pre-drilled; however, the Podium and Paddle signs are delivered assembled.

- You must be available to accept delivery any time between 8.00 am and 5.00 pm, Monday to Friday.
- You will need to have a forklift present to unload your order from the truck.
Note: If you require a delivery truck with a tail gate please be aware that this will increase the cost of freight.
- It may be possible to unload some orders by hand; however, this is a time consuming and costly process and should be discussed with your sales rep.
Note: couriers are not required to assist with unloading and will charge accordingly for the time taken to unload your order.
- Should you require your order to be delivered to a worksite please discuss this with your sales rep.
- If for any reason you are unable to take delivery of your order, additional charges will apply.

Please check your order immediately and notify us if it is incomplete. Any claims for faulty or missing products must be made within five working days of delivery.

Congratulations on choosing recycled plastic—the ethical alternative.



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