

## RESELLER PROCEDURES

### GENERAL

- All prices are ex/GST and ex-works only, deliveries will incur additional charges as per the delivery services charges table of rates and/or unless otherwise agreed in writing
- The “Purchaser” is deemed to be the company or persons placing the Purchase Order
- All prices subject to change without notice
- All superseded and other published pricelists are superseded by any new issue and previous pricing is not valid unless otherwise agreed in writing
- Any price discrepancies are to be brought to the attention of Summit Wholesale Furniture immediately prior to the Purchaser using those prices to form the basis of their quote or tender. Summit Wholesale Furniture reserves the right to claim the correct pricing when an error occurs
- Any price discrepancy will not be valid if found to be incorrect by way of an error/typo/miscalculation etc and will need to be revised accordingly. Summit Wholesale Furniture reserves the right to claim the correct pricing when an error occurs.
- Pictures or images featured may be indicative only of design and/or options only and may vary slightly from the provided item Our best efforts are made to accurately represent the item however there may be slight variations from manufacturing batches or updated models
- Colours and finishes may vary slightly between manufacturing batches
- Quotes provided are valid for 30 days from the date of issue (unless otherwise noted) with the possibility of extension upon request
- Upon request pricing can be held for a specific duration of time

### ORDERING

- Summit Wholesale Furniture requires an official, written company Purchase Order with all contact details, ABN number and GST component. If one is unavailable, formal acceptance must be provided on company letter or email (with company details in the signature) stating the acceptance of the quote, its items and confirmed pricing. Formal acceptance is hereby called the “Purchase Order”
- To ensure that you receive the correct product your Purchase Order must nominate the specific product codes (If available) and any descriptions from the Summit Wholesale Furniture Price List that you feel are required to clearly nominate the product required
- For any custom manufactured products drawings are to be supplied with the Purchase Order and if none are supplied Summit Wholesale Furniture will provide sketches/drawings/clarifications for approval PRIOR to proceeding
- It is the Purchaser’s responsibility to ensure that all information contained in the Purchase Order is correct and accurate and that all/any inclusions or exclusions are clearly stated
- If you have been quoted a price that differs from the Price List your Purchase Order MUST contain the relevant quote reference when providing the Purchase Order
- If you require a specific delivery date it must be provided at the time of order and stated on the Purchase Order. Summit Wholesale Furniture will endeavour to achieve this date however if it is outside the lead-time guidelines additional costs maybe passed on to fast track the order
- When processing orders we will check your Purchase Order details against the relevant Price List or the provided quote reference. Any Purchase Order with a discrepancy will not be entered into the Order/Production system. The Purchase Order will be returned and the order will not be processed until a corrected/amended order has been received. This may result in an extended lead time for your order, but will ensure that the correct product is manufactured with a correct invoicing procedure employed

## RECEIVING DELIVERIES

### (a) Damage boxes/parcels/product

Upon arrival of the courier/freight carrier, if possible or practicable, thoroughly check all boxes/parcels to confirm there is no visible damage. If the product has arrived palletised or bulk wrapped the boxes/parcels must be checked and Summit Wholesale Furniture notified within 24 hours of receipt of the goods. If there are signs of damage you can still receive the freight however but you must note the damage on the consignment note, take photos and contact Summit Wholesale Furniture within 24 hours of receipt of the goods. Failure to provide evidence may result in an invalid claim.

If an item is damaged and you are unsure if the product has been damaged inside then you must inspect the good inside the packaging within 24 hours of receipt of the goods. Failure to provide evidence may result in an invalid claim.

### (b) Missing boxes/parcels/product

Upon arrival of the courier/freight carrier, if possible or practicable, thoroughly check all boxes/parcels to confirm that the order has been received in full. If the product has arrived palletised or bulk wrapped the boxes/parcels must be checked and Summit Whole Furniture notified within 24 hours of receipt of the goods of any missing product. If it is not possible or practicable you can still receive the freight however but you must check thoroughly and contact Summit Wholesale Furniture within 24 hours of receipt of the goods. Failure to provide evidence may result in an invalid claim.

## CHANGES/ALTERATIONS TO EXISTING ORDERS

- Summit Wholesale Furniture must be advised **IN WRITING** via an **AMENDED** Purchase Order of any changes to an existing Purchase Order, email is the only acceptable method. We will not alter any details in our system until we receive written authority and an amended order
- It is the Purchaser's responsibility to ensure that this procedure is followed. Summit Wholesale Furniture reserves the right to reject amendments when the item has already been picked off the rack
- Amendments to an existing or processed Purchase Order may change the required/requested dates based and may incur additional costs for restocking
- Where customised product is manufactured specifically, if cancelled or altered the product will be invoiced for the full amount as per the original Purchase Order

## WARRANTY & SERVICE

- The standard warranty period is one (1) year unless otherwise stated
- Summit Wholesale Furniture warrants all product for the stated period based on its normal use under a standard 38 hour per week usage (unless stated in writing, from the date of manufacture, to be free from defects in materials and workmanship)
- Summit Wholesale Furniture retains the right to repair or replace at its own discretion
- Warranty includes parts only, labour and delivery is excluded
- Any item requiring repairs or replacing must be organised and returned to the Summit Wholesale Furniture warehouse at the Purchasers' cost
- This warranty applies to the original Purchaser only, proof of purchase is required
- Any items that requires repairing or replacing outside the guidelines will be deemed chargeable

## WARRANTY REQUESTS/ CREDIT REQUESTS

Please ensure that all warranty repairs are requested in writing and include:

- Original Purchase order number for the product
- The item (s) requiring attention
- The specific nature of the problem
- Photo evidence

## WARRANTY TERMS DO NOT COVER:

- Damage, abuse, misuse, or abnormal use, multiple shifts outside the above stated period
- Products which have been modified by others
- Excessive load above the specified weight, intended use or to which it was designed
- Transportation damages when arranged and engaged by the Purchaser
- Missing items when transportation has been arranged the Purchaser

NOTE: Fabric, laminate, veneer etc. as it is covered under the fabric manufacturer's warranty

Note: Refer to the terms and Conditions for more information