CONDITIONS OF SALE

IBP P-17

OWNERSHIP: — Products remain the property of Island Block & Paving until full payment has been received.

PAYMENT: — Direct deposit, cash, cheque or credit card with order unless credit arrangements are made prior to delivery. Prices are subject to alterations without notice and deliveries will be made at prices current at the time of dispatch.

PALLETS: — All pallets are returnable, and subject to a deposit of $44.00 each, credited when pallets are returned by the purchaser to Island Block & Paving 281 Haggerston Rd, Perth or 41 Howard Road, Glenorchy.

RETURNS: — Returns will not be accepted. No returns are accepted arising from over-ordering.

CLAIMS FOR FAULTY PRODUCT: — IB&P will refund or replace any faulty product provided it is unused. Once a product has been used, it will be deemed accepted by the customer and no claims regarding variation in colour, texture, or quality will be entertained.

VARIATIONS ON DELIVERY: — Variations of actual quantities from those shown on delivery docket must be notified to us at the time of delivery otherwise no responsibility will be accepted for such variations. Goods delivered to unattended sites are the customer's responsibility and the Company will not accept claims for shortages. Delivery is deemed to be effected when our truck has reached the closest point to the customer's property without leaving the public road. Trucks are not permitted to drive over concrete crossings or driveways, unless a council approved crossing is provided. Trucks entering customer's property at customer's request do so at the customer's risk and the Company will not accept any liability for damage.

SPLIT ORDER DELIVERY TIME FRAME: — The total quantity of any order placed is required to be delivered to site within six (6) weeks of initial delivery date.

ESTIMATES: — Estimates are given for guidance only as to the number and type of bricks/blocks/pavers required. The Company will not accept responsibility for accuracy, nor accept claims for variations. The customer will be charged for all products delivered.

COLOUR: — Coloured products can vary due to the use of natural aggregates.

BLENDING: — To avoid colour variation always ensure that product is blended well. Always order at least four (4) pallets surplus for foundation orders to allow for adequate blending to occur.

EXPOSED AGGREGATE PRODUCTS DISCLAIMER: — All exposed aggregate prices include one face. Additional faces can be exposed P.O.A. with minimum charges to apply. Some natural aggregates used in products may discolour or in some cases cause minor staining due to the inert nature of these natural aggregates. It is advisable that the product is sealed per Island Block and Paving recommendation as soon as the product is installed to minimise the possibility of discolouration.

PRODUCT WARRANTY: — Island Block & Paving's manufactured concrete masonry products comply with Australian Standard AS 3700-2018 Masonry Structures. The company apply a 30-year product warranty on all manufactured products which applies to the product's durability & serviceability i.e., it will remain structurally sound and intact to perform its intended role. Further to the above Island Block & Paving have an obligation to comply with Australian Consumer Law "Consumer Guarantees", a copy can be found at the link below: http://www.consumerlaw.gov.au/content/the_acl/downloads/consumer_guarantees_guide

PRODUCT STEWARDSHIP: — We care about the environment. All masonry products (bricks, blocks, pavers) are a minimum of 15 mpa in strength, have an expected life span of 50-100 years and have many options available for re-use at the end of their life cycle. Typical uses are crushed aggregates for road base, construction fill, drainage material, decorative garden rocks etc. All major councils Australia wide accepts concrete masonry products for recycling. Corflu packaging can be reused, IBP have free corflu recycle bins at their points of sale.

NOTE: — Where Local Government regulations prohibit it, blocks/pavers cannot be left on nature strips.

Related documents

P-05 Pricing; P-06 Product Warranty; P-16 Retail; P-18 Product Stewardship; WI-12 pallet return. Australian Consumer Law consumer guarantees apply and cannot be excluded where the ACL says they apply. ISO 9001 clause 8.2 / 8.5.

Review

Reviewed at least annually at management review, and if pallet deposit or warranty wording in P-06 changes.