

General Terms & Conditions:

Exclusions:

No allowance has been included for installation of Demodeks Units on site unless specifically noted in the quote. Customer will need to have a Shopfitter / Builder provide installation on site and cover the associated costs. Installation / Assembly Instructions are provided with the units upon delivery to site.

Payment Terms & Conditions

- 50% Deposit required to confirm order.
- 50% Balance prior to dispatch from Demodeks Warehouse.

On acceptance of this quotation a Tax Invoice will be raised for the 50% deposit.

Demodeks will not commence any project until deposit payment is received in full.

Prior to dispatch from Demodeks Warehouse a Tax Invoice will be raised for the balance of the order.

Full Payment of the Project Value will be required prior to goods being dispatch from Demodeks SA Warehouse.

All goods remain the property of Demodeks until Full Payment has been received and cleared into Demodeks' nominated bank account. Should Full Payment not be received, Demodeks reserves the right to hold shipment of the goods and will not be liable for any costs or damages arising from the failure by the customer to make payment on the scheduled date.

Lead Time:

Please allow a 4-week lead time from placement of order to delivery to site from our SA Warehouse. On placement of your order and receipt of the 50% deposit our project team will allocate stock to your order and confirm lead time & delivery details.

Warranty:

Demodeks quality engineered products provide 5 Year warranty which covers workmanship on all metal components that are assembled & installed as per the installation manual. Warranty does not cover items that have not been installed as per the installation manual or that have been altered in any way.

Standard delivery:

Demodeks will arrange for the packaging & delivery of goods to the customers nominated site and at the customers' cost. Delivery will be coordinated with our chosen Freight Carrier and will include a Tailgate Vehicle with Pallet Jack.

Standard Delivery charge has been included in the Quotation and is valid for 30 Days from date of quotation. Demodeks reserves the right to requote the freight costs 30 Days after date of Quotation supplied.

Goods will be Palletized for delivery to ground floor level at nearest possible Pallet Jack access point to the customers' designated location.

No allowance is made for Demodeks to arrange the unpacking of Pallets at the customers' location. The Customer is responsible for unpacking of pallets & relocation of goods into the desired location prior to installation. It is the customers' responsibility to supply Demodeks with a site contact with Mobile Phone Number for coordination of the delivery to site. Demodeks will endeavor to arrange delivery on a date to be advised by the customer but cannot guarantee this will be achieved. Our Warehouse Team will communicate with the customer to update progress & timing of the delivery as it gets closer to arriving.

Time Specific Delivery:

Demodeks can arrange Time Specific Deliveries within a window of 2 hours if requested by the customer. Time Specific Deliveries will incur an additional fee of \$195 + gst which is not included in the provided quote.

If required, please contact your Demodeks Salesperson as soon as possible to have this service included in your quote. This request must be confirmed prior to dispatch of Goods from Demodeks' SA Warehouse.