

PO Box 357, Frenchs Forest NSW 2086

T: (02) 9457 1180

F: (02) 9986 1606

E [info@daintreebooks.com.au](mailto:info@daintreebooks.com.au)

ABN 41 666 217 250

## TERMS OF TRADE

### TRADE ACCOUNTS

- A Trade Credit Application form must be completed and returned to Daintree Books before supply can commence
- Any future change in customer details should be forwarded to Daintree Books as soon as practicable
- All sales are subject to the current Terms of Trade shown on our website at [www.daintreebooks.com.au](http://www.daintreebooks.com.au). We reserve the right to change these Terms of Trade at any time

### ORDERS

- Orders can be sent to Daintree Books by email, fax, telephone or post
- Please ensure your delivery address is noted clearly
- A Small Order Surcharge of \$10.00 applies to orders received with a total invoiced value under \$200.00
- Normal orders will be supplied FIS (Free into store) within Australia
- Freight will be charged to locations outside Australia
- Any urgent or unusual delivery request will result in a freight charge being added

### DISCOUNT

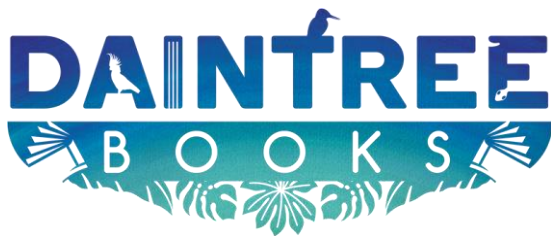
- Your trade discount will be set when your account is opened
- Trade customers wishing to purchase large quantities of individual titles on Firm Sale can contact the manager to discuss discounts

### PAYMENT

- Invoices are due for payment 30 days from the end of the month

### BACKORDERS

- When an item is out of stock, we will backorder it
- Any delivery dates quoted are approximate and dependent on supply from publishers
- Notification of cancellations and backorders will be added to invoices



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## DAMAGED GOODS

- Damaged or faulty goods must be reported to Daintree Books within 14 days of invoice date
- Wrong supplies must be reported to Daintree Books within 14 days of invoice date
- Daintree Books will notify you of the specific return requirements for a credit to be issued

## OWNERSHIP OF GOODS

- Daintree Books claims full title to its goods in transit and delivered until the invoice for them has been paid in full
- Steps for recovery of goods will be taken where the invoice for them remains unpaid after the expiry of the terms of trade period

## RETURNS

Goods supplied will be considered for return under the following conditions:

- The goods were not supplied on a Firm Sale basis
- The total invoiced value of the returns does not exceed 30% of the total invoiced sales to the customer in any calendar year
- All returns must be requested and returned within 6 months of the invoice date
- Returns of more than 5 copies of the one title from the one invoice will not be accepted
- A Returns Authorisation must be requested before returning any goods
- The cost of the return is to be paid by the customer
- Goods must be received back at our premises in perfect condition
- Any damage in transit back to us will result in a credit not being issued
- Credits for returns received will be raised and a copy of the credit note forwarded to the customer
- A Returns Request must include the invoice number against which the credit is requested
- All items returned must have any price labels and sticky residue removed before a credit will be considered
- Books with a publication date more than 2 years older than our invoice date will not be considered for return
- Big Books and pop-up books are all supplied Firm Sale only
- Any special orders (e.g. extra discount orders, clearance orders, remainder orders, orders for non-standard items, indent orders, etc.) are Firm Sale and not eligible for return
- Refunds are not issued, credit amounts may be used against future purchases.