



# Conditions of Sale

## Terms of Payment

1. Credit Card (incurs a fee)
2. COD Post
3. Money Order/Mail Order
4. Money Transfer (via Westpac Bank)
5. 30 Day Credit Account\*

\*Credit accounts are available to qualifying customers who have fully completed and returned this application to our Credit Department for approval.

Kenma reserves the right to charge interest on overdue accounts.

Kenma reserves the right to refuse credit without reason.

## Pricing

1. All prices exclude GST
2. Prices are subject to change without notice

## Conditions of Dispatch

All goods become the customer's responsibility (including freight charges) upon removal or dispatch from the Kenma warehouse. Dispatch is via freight companies regularly used by Kenma unless otherwise agreed.

## Warranty

All parts distributed by Kenma Australia at the time of leaving our premises are guaranteed against defective materials or workmanship, but not against failure or damage resulting from faulty or incorrect application, damage caused by other components or equipment, or any damage caused by any means over which Kenma has no direct control.

Kenma Australia disclaims any liability for labour costs incurred in rectifying damage attributed to the failure of parts supplied by Kenma.

Kenma Australia will replace free of charge any parts which, after being examined by Kenma, in our opinion are defective through faulty material or manufacture.

Parts used in competition may be void of any such warranties.

All freight costs for warranty claims must be paid for by the customer.

## Goods Returned for Credit

Goods returned for credit will only be accepted under the following conditions:

1. Goods have not been used, are complete and in a saleable condition including original packaging
2. All requests for credit must be received within 14 days of the Invoice date
3. Authorisation for returns must be by prior agreement with Kenma
4. Goods approved for return must be received into our warehouse within 21 days of the Invoice date, accompanied by:
  - a. Invoice number
  - b. Date of Invoice
  - c. Reason for return
5. All freight on returns must be pre-paid
6. A 15% handling fee may be charged on goods returned for credit

## Credit Returns Refusals

No credit will be issued for goods under the following conditions:

1. Items not paid for
2. Discontinued Kenma product line
3. *Clear out* items purchased from a Kenma specials list
4. Items specially procured for customers

Receipt of goods into the Kenma warehouse is not to be understood as any obligation by Kenma to issue credit.

## Acceptance of Conditions of Sale

The above listed conditions of sale constitutes the basis of agreement between Kenma Australia and its customers.

Accepting delivery of goods invoiced by Kenma Australia is acknowledgement of the conditions of sale.