



# UNDERTAKINGS, TERMS AND CONDITIONS

## **Highflo's Dispatch Promise:**

Highflo will endeavour to dispatch all orders on the same day as we receive the Purchase Order. Purchases are picked in the same order as they are received.

The preferred method of ordering is via Email to: [sales@highflo.co.nz](mailto:sales@highflo.co.nz) Telephone orders can be pre-picked based on the phone call, but will not be dispatched, until receipt of a Physical Order to verify that placed over the phone.

Should your order arrive late in the day we will still do our very best to get it on its way to you the same day. Feel free to give us a call should your order be extremely urgent and you want to confirm its ETA. This undertaking excludes all Made to Order Products.

## **Purchase Order Numbers:**

Highflo can only process orders upon physical receipt of a valid Purchase Order Number. Temporary or Interim numbers can not be accepted.

## **Minimum Order Value (MOV):**

It is Highflo's preference that all purchase orders meet a minimum price threshold of \$100. This value permits the economic cost of Picking and Packing, Invoicing, Issuing Statements and Reconciling Payment. The cost apportioned to freight is not included in the \$100 Minimum Order Value composition. If the MOV requirement can not be met, we welcome your phone call to discuss what other items we can supply, to bring your order up to the minimum stipulated value, or perhaps allow a one off exemption. Orders under MOV can be delayed by the above process so your understanding in advance is appreciated.

## **Delivery — Free Into Store (FIS) or Chargeable:**

Most purchases over \$250, noting the exceptions below, are dispatched Free Into Store (FIS) and in most circumstances, are sent via NZ Couriers. This is a 'Next Business Day' service. Please note that the courier service isn't perfect 100% of the time, and delays do happen. Highflo suggests reliance on an overnight service is not advisable. Palletised Freight, Heavy Items and some SI locations are sent via alternate carriers and at minimum an additional day of transit should be allowed for.

Freight charges are to the customer's account for all purchases under \$250 and are charged according to the freight service used. If your order is below \$250 we strongly suggest calling in advance, and getting a freight value, and showing this on your Purchase Order before submitting.

## **Pick Up by Plumber or End User:**

Where a Local Merchant directs a Plumber to collect their purchase directly from Highflo, and The Merchant requires the Packing Slip to be forwarded to them independently, a Packing Slip Forwarding Fee (PSFF) will be applied to the Invoice to cover the cost associated with scanning and emailing the paperwork, rather than just supplying with the order upon collection.

## **Dimensional Variation:**

Many measurements within this catalogue are subject to manufacturing tolerances and minor variation. Bend Radius and Tube Gauge are not subject to this variation. All fittings are to suit NZS3501 Copper Plumbing Tube unless specified otherwise.

## **Packing Slips, Invoices, Payment & Transfer of Title:**

Packing Slips are not priced with the exception of showing freight when an order is below FIS. Invoices are issued shortly after dispatch, preferably electronically. Prices charged are those ruling at the date of dispatch. Where a price is in dispute, the onus is upon the customer to provide proof of variation by way of quotation evidence or alike. Without this confirmation, the price to be paid, will be that as invoiced. Payment falls due, in full, on the 20th of the month following invoice.

All Prices are GST Exclusive.

Overdue invoices risk being penalised by the removal of any discount / rebate / incentive offered and the Buyer will be liable for any / all penalties, collection charges and interest arrears.

Property in the goods, whether installed or not, does not pass to the buyer until the buyer has discharged all outstanding indebtedness to the seller whatsoever.