



# UNDERTAKINGS, TERMS AND CONDITIONS

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

Highflo will endeavour to dispatch all 'standard' stock orders, received by 2:00pm, on the same business day as we receive the Purchase Order. Purchases are picked in the order that they are received.

'1st of the Month' bulk stock orders are excluded from the Dispatch Promise. We are happy to receive your bulk order in advance, and pre-pick it for dispatch on the 1st of the month. This helps smooth out the dispatch workload, and also means you will see your stock as early as possible in the new month.

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 a phone call, but physical orders will not be dispatched, until receipt of the confirmed 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 ETD. This dispatch undertaking excludes all made to order products.

## **Purchase Order Numbers:**

As mentioned above, Highflo can only dispatch orders upon receipt of a valid Purchase Order. Temporary or interim PO numbers, and verbally phoned orders will not be dispatched.

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

It is Highflo's requirement 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. If the MOV requirement can not be met in the first instance, we'd welcome your phone call to discuss what other items we can supply, to bring your order up to the minimum stipulated value. Orders under MOV will be delayed whilst we attempt to contact you to remedy the situation, so your understanding in advance is appreciated.

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

Most purchases over \$400+, 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 infallible overnight courier service is not advisable. Palletised freight, heavy items, larger boxes and some South Island locations are sent via alternate carriers, and at minimum, 2 days of transit should be allowed for.

Freight charges are payable on all purchases under \$400+ and prices are charged according to the freight service used. If your order is below \$400+ we strongly suggest calling in advance, and getting a freight value, and showing this on your Purchase Order before submitting. Please note, regardless of order value, Saturday, Rural and Residential courier surcharges are always additional and on-charged.

## **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 a physical copy 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.

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

By applying for and/or operating a credit account with Highflo, you (the customer), consent to Highflo collecting and disclosing information to credit reporting agencies, making credit enquiries, and using the information obtained (such as payment history and account conduct) to assess your account on an ongoing basis.

You also consent to Highflo disclosing your account history, conduct and such other information as it believes relevant to credit reporting agencies on an ongoing basis.

Packing Slips are not priced with the exception of showing freight costs when applicable.

Invoices are issued electronically shortly after dispatch. Prices charged are those ruling at the date of dispatch as determined by Highflo by the published pricelist. Highflo does not check PO line values 1 by 1 prior to dispatch, and an incorrect value on a PO doesn't constitute an enforceable contract to demand supply at that value.

Where a price is in dispute, the onus is upon you (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 quoted prices are GST exclusive. Overdue invoices risk being penalised by the removal of any discount / rebate / incentive offered and you will be liable for any / all penalties, dishonour fees, collection charges and default interest. Payment history is also shared with 3rd party credit reporting agencies.

**Romalpa Clause:** Property in the goods, whether installed or not, does not pass to you until you have discharged all outstanding indebtedness to Highflo whatsoever and in full. Highflo retains the ability to lodge a PPSR interest at all times.



# RETURNS' POLICY

Highflo appreciates that mistakes can be made during the ordering process, and subject to the conditions below, Highflo offers a 14 day, no questions asked, right of return for items ordered in error, less a restocking fee.

**Highflo's Return Policy is designed to protect against genuine ordering mistakes and allow for easy correction. The Return Policy does not offer protection, nor possibility for return, where an end user has not completed due diligence on the jobsite and ordered erroneously, nor does it offer protection where an end user has over ordered to make use of volume discounts and then attempts to return the bulk of their order. Likewise it is not designed to offer protection against changes in an installation or system design.**

Should merchants wish to offer an added level of returnability to their customers, then this would form part of the special relationship between the merchant and their customer. Merchants offering additional returnability should do so in the knowledge that Highflo will not accept returns beyond those stated in this policy.

Highflo simply asks that customers take care with their ordering requirements. Highflo has no ability to return items to our Tube Supplier once we have fabricated fittings from the material, therefore we must ensure we have a level of protection that prevents us becoming overstocked by returns.

In circumstances such as a picking error, Highflo will validate any Merchant claim by referencing it's own documentation, and once confirmed Highflo is at fault, Highflo will rectify the picking error, and where necessary supply a Pre-Paid courier ticket to return any mis-picked items. We would appreciate picking errors being brought to our attention within 2 business days of receipt of the delivery at your premises.

## **Return Conditions:**

A Return Authorisation Number (RAN) must be obtained by contacting Highflo (accounts@highflo.co.nz) in the first instance. Customers will be made aware of the return requirements and the necessary paperwork to complete a return at this time. Any unauthorised or incomplete returns will not be processed. The RAN must be shown on all returns and items returned to Highflo without a RAN will not be processed.

Where necessary, Highflo will advise the sender of the reasoning for a declined return, and the returned items will be held at Highflo until such time as the sender arranges Freight Forward Collection. If not claimed within 30 days, any unauthorised return will be scrapped in lieu of storage fees.

## **Examples of Items that would be declined a credit:**

**Dents or damage to a fitting or socket. It can't be resold 'As New'.**

**Partially complete or opened original packs. It can't be resold 'As New'.**

**Worksite debris, impurities, overly tarnished or any dust (especially lime residue) on a fitting. It can't be resold 'As New'.**

**Permanent merchant stickers applied to fitting or packaging. It can't be resold 'As New'.**

**Damaged Packaging. It can't be resold 'As New'.**

A 20% restocking fee, or a minimum charge of \$20, will be applied to all returns. Outgoing freight costs may also be recovered if Highflo paid those in the first instance.

## **Non-Returnable Items:**

Returns aren't offered against every item we sell. There are exclusions as listed below:

Any item ordered on Volume Contract or Indent.

Any Contract Offer with discount pricing linked to MOV's, MOQ's or suchlike.

All Chrome plated goods are deemed to be confirmed sale and are strictly non-returnable.

All Plain Copper Traps 65mm and above are deemed confirmed sale & strictly non returnable.

All Made to Order goods are confirmed sale (from placement of order) & strictly non returnable.

**If you are unsure of any of the above please feel free to get in touch, before you order, to seek clarification.**