

RXP Freight, Delivery and Order Policy

Effective Date: Friday 1st Sept 2023

Small Order/ Freight Surcharges

Orders < \$100 (for fittings only orders):

- a “Surcharge” will be incurred on all *fittings only*, Customer Purchase Orders (CPO) with an invoice value of \$100 or less (excluding GST)
- the “Surcharge” of \$10.00 (plus GST) will be invoiced at the time the first *fittings items* on the CPO are supplied
- the CPO is defined as all product ordered on a single CPO number on a single day
- fittings only orders >\$100 will not attract a surcharge
- An additional charge of \$10 will be applied to all Urgent, Rural delivery or Saturday delivery Orders.
(Delivery service not guaranteed)

Orders < \$500 (for non-fittings orders and combined non-fittings/fittings orders)

- a “small order surcharge” will be incurred on all *non-fittings and combined non-fittings/fittings* Customer Purchase Orders (CPO) with an invoice value of \$500 or less (excluding GST)
- a “small order surcharge” of \$30.00 (plus GST) will be invoiced at the time the first *non-fittings items* on the CPO are supplied
- the CPO is defined as all product ordered on a single CPO number on a single day
- if the CPO only includes fittings items then the “small order surcharge” does not apply

On-Site Freight Delivery Charges

All on-site delivery charges will be applied if an individual delivery’s order value is less than \$4,500 (excluding GST). The nominated site for delivery of items must have suitable safe hard roading to allow our nominated carrier to effect delivery. Should safe delivery not be possible through failure of the Buyer to comply with this provision any additional expenses incurred by the Company (RXP) in effecting delivery shall be paid by the Buyer. For the avoidance of doubt “On-site” means any other delivery address other than your store’s physical address.

The associated charge for on-site delivery is \$200 + GST per delivery.

This charge is applicable to all on-site deliveries of pipe lengths /crates, tanks <15000 litre, and or coils where the order value of that delivery is less than \$4,500 (excluding GST), including drawdowns from contract quotations.

NB: Max Tanks (15 to 30000l) are excluded from this charge and are freight free to site.

On-Site and At-Store Freight Unloading Charges

A charge to unload product for deliveries will be applied if no other safe means of unloading is available or provided by the consignee. *NB: If consignee is unable to off load then a request for Hiab should be made at time of order placement.*

On-Site and At-Store Unloading charge (Hiab)

Truck Unloading: (Municipal areas)	\$250.00 +GST
(Rural) – Only available on orders > \$10k	\$250.00 +GST
(Over Dimensional)	POA

\$

Multiple drops (additional per drop)

\$250.00 +GST

This freight unloading charge is applicable to all on-site or at-store deliveries and is additional to any applicable on-site freight delivery charge, including any drawdowns from contract quotations.

Restocking of Returned Goods

Goods returned are required to be in 'as new' condition and fit for re-sell. Product must also be <3months old from time of purchase. The return of goods to RXP is ultimately at the sole discretion of RXP and requires approval from your sales Representative. Our Returned Materials Authorisation (RMA) process is the only acceptable method for authorised returns and will assist with the timely processing of any due credits.

All approved product returns will attract a restocking fee. The restocking fee will be the greater of 15% of the sales invoice value of the goods or a minimum charge of \$20.00 (plus GST). Any cost of freight to return goods is in addition to the restocking fee.

Damaged/ Missing Goods

It is important that goods are inspected by the Buyer for damage upon acceptance of delivery. In the case of on farm or site delivery, the Buyer will arrange inspection at time of delivery. We will replace any damaged goods or missing items if you are able to supply proof of delivery (POD) signed with a notation that the goods were damaged at time of delivery or box/ctn numbers were not correct. If the discrepancy is not noted on the POD at the time of delivery, then RXP will not be liable to replace any damaged/ missing goods at no charge. *NB. RXP must be advised within 7 days of any freight issues.*

Over Dimensional (OD) deliveries

Off loading of an over dimensional item will need to be quoted, as it will be dependent on item and location. Delivery times for hi-ab and over dimensional deliveries are dependent on truck availability and may take up to 3 additional days for delivery. Not all sites and locations will have this service but can be confirmed at time of order.

Definition over dimensional

- Polyethylene Coils with a pipe diameter of 90mm or greater
- Polyethylene straight lengths greater than 6m in length
- Non Pipe Items greater than 4 cubic meter

Customer Collections

- Standard collection times are Monday to Friday between 9am and 3pm.
- A minimum of 1 hour is required between receiving the Order Confirmation from RXP and coming to collect at RXP sites. NB. Person collecting must bring a copy of the Sales Order Number (found on order confirmation) when coming to collect.
- RX is committed to the Health and Safety of our staff and customers and reserves the right to refuse loading of any vehicle that we deem a Health and Safety hazard. Any costs incurred due to the non-loading of items is borne by the Buyer. A full copy of H&S protocols can be obtained from Customer Services.
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