

# **Orders, Quotations, Sale, and Return Terms and Conditions**

## **1. Quotations and Orders**

### **1.1. Quotations:**

- For orders made and quoted at our premises, via telephone, or email (“In-Store Order”), the prices provided in the quote will remain valid for 14 days unless otherwise agreed in writing by both parties.
- We reserve the right to correct any errors or omissions in our quotes without incurring liability.

### **1.2. Suitability of Products:**

- It is your responsibility to ensure the suitability of any product before placing an order. We do not guarantee the suitability of products for specific purposes unless expressly stated in writing.

### **1.3. Order Placement and Acceptance:**

- By placing an order with us, you agree to be bound by these Terms and any additional terms specified in our quote or your confirmed Tax Invoice.
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## **2. Sales Policy**

### **2.1. Order Acceptance:**

All orders are subject to acceptance and availability. We reserve the right to refuse or cancel any order for any reason, including pricing errors or stock shortages.

### **2.2. Payment:**

Payment must be made in full at the time of purchase unless prior credit arrangements have been agreed upon.

### **2.3. Pricing:**

All prices are in AUD \$ and exclude applicable taxes, shipping, and handling fees unless stated otherwise.

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## **3. Returns Policy**

### **3.1. Eligibility for Return:**

Goods may be returned under the following conditions:

- The return request is made within 1 week of delivery.
- The goods are in their original, unused condition with all packaging and documentation intact.
- Customized , Fabrication , made-to-order products , cut to size orders are not eligible for return.

### **3.2. Process for Return:**

- Contact our customer service team to initiate a return request.
- Ship the goods back to our address at your expense.
- Provide proof of purchase receipt or invoice.

### **3.3. Restocking Fee:**

- All eligible returns are subject to a 20% restocking fee.

### **3.4. Refunds:**

- No cash refunds will be issued under any circumstances.
- Approved returns will receive a credit note equal to the purchase value (less any applicable restocking fees).
- The credit note can be used for future purchases and is valid for 12 months from the date of the Credit Note.

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## **5. Exclusions**

The following items are not eligible for return or refund:

- Customized, Fabrication, made-to-order, special-order products, Cut to size Order
- Goods marked as “final sale” or “non-refundable.”

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## **6. Limitation of Liability**

Our liability is limited to the replacement, repair, or credit of the defective product. We are not liable for any indirect, incidental, or consequential damages arising from the use of our products.

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## **7. Contact Us**

For questions or concerns regarding these terms, please contact us at:

[Sales@fairlite.com.au](mailto:Sales@fairlite.com.au)

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