

Phoenix Surgical Supplies

Trading Terms

Kahala Pacific Pty Ltd trading as Phoenix Surgical Supplies

(ABN: 37 149 062 617)

The following policy applies to freight handling costs, return of goods and accounts.

1. Dispatch of Goods

- i) It is the intention of Phoenix Surgical Supplies to dispatch orders for stock items within 24 hours from receipt of order.
- ii) Urgent orders requiring goods and services outside our specified turnaround times will bear any additional costs of delivery. Urgent orders should be communicated by telephone, at first instance, to the Phoenix Surgical Supplies Customer Service Department.

2. Return of Goods

- i) No goods will be accepted for return or credit unless approval has been received from the Customer Service Department.
- ii) Application for return of goods must be made within seven (7) days from receipt of goods.
- iii) The customer will be allocated a Return Goods Authority (RGA) reference number by our Customer Service Department. This RGA reference number must be shown on all returns. All returns are to be to the Phoenix Surgical Supplies warehouse as directed by the Customer Service Department.

- iv) Please ensure that the RGA reference number is clearly marked on all goods for return. Goods will only be accepted for return where prior approval has been obtained and RGA reference number shown.
- v) Application for credit because of Short Shipment / Damaged Goods / Over Shipment of Goods must be made within seven (7) days of receipt of goods.
- vi) If a product is believed to be faulty, goods should be isolated and Customer Services should be advised of the alleged fault. A sample from the batch concerned will be evaluated by the Quality Assurance Department and, if found to be faulty a RGA number will be provided.
- vii) Non-Stock items ordered at customer request will not be accepted for return.
- viii) Items must be unopened, in their unit of measure and in their original manufacturers packaging which has not been marked, defaced, damaged or interfered with in any way (other than prior to delivery to the buyer).
- ix) Phoenix Surgical Supplies Pty Ltd may, at its absolute discretion, (but is not obliged to) accept returns that the Buyer has incorrectly ordered (a Product Credit), provided that the Buyer requests the Product Credit within 7 days after delivery of the product. If Phoenix Surgical Supplies Pty Ltd accepts a Product Credit, Phoenix Surgical Supplies Pty Ltd may charge the Buyer a restocking fee equivalent to \$25 or 10% of the price of the return items, whichever the greater amount.
- x) Items must be returned using a carrier nominated by Phoenix Surgical Supplies Pty Ltd.
- xi) Products returned without the prior consent of Phoenix Surgical Supplies Pty Ltd may be returned to the Buyer at the Buyer's cost.

3. Perishable Goods

Any concerns as to the expiry period remaining on goods received must be conveyed to Phoenix Surgical Supplies within seven (7) days of receipt of goods.

The Buyer acknowledges that the following products cannot be returned under any circumstances:

- (a) Any "cold chain" products that are required to be stored between 2 and 8 degrees Celsius.
- (b) Any nutritional products

4. Accounts

Our terms of trade are fourteen (14) days net, unless otherwise specified in writing by the Manager of Phoenix Surgical Supplies. A credit card surcharge is applicable to payments made via MasterCard and Visa at 1.838% and Diners at 3%. Alternatively payment can be made directly to the bank account. Details are: ANZ – BSB: 016268 – Account: 906138284.

5. Invoice Discrepancies

Notify our Customer Service Department within seven (7) days of receipt of invoice regarding any amounts under dispute or requiring clarification.

6. Overdue Accounts

Overdue accounts will attract an account-keeping fee. Any costs associated with the recovery of outstanding debts will be at the expense of the customer.

7. Property of Goods

Goods shown on all invoices shall remain the property of Phoenix Surgical Supplies until full payment for the goods has been received and cleared.