



INSPIRE INTERNATIONAL

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APPLICATION FOR A "CASH/CREDIT ACCOUNT" (BUSINESS CUSTOMERS ONLY)

ALL FOREIGN ORDERS MUST BE PAID IN FULL BY DIRECT DEPOSIT INTO OUR BANK ACCOUNT PRIOR TO DESPATCH.

PLEASE READ ALL TERMS PRIOR TO SIGNING!

Please write clearly!

By filling in this form you will be placed on a **"7 day nett account on every invoice."**

Please note this **does not apply to credit card payments.**

TRADING TERMS & CONDITIONS

PAYMENT TERMS

Customers will be contacted once order is ready to be despatched.

PLEASE NOTE: ALL CREDIT CARD DETAILS WILL BE DESTROYED AFTER EVERY PURCHASE.

Our MYOB system automatically places a "7 DAY NETT ACCOUNT" on every invoice pertaining to an account holder. These MUST be paid for prior to despatch. This however does not apply to ONLINE Credit Card Payments of Credit Card Account Holders. GST will be charged at the according Government rate to the invoice.

MINIMUM ORDER

Nil on Bedspreads / as specified on Bedlinen and Towels.

OWNERSHIP OF GOODS – TITLE

All goods shall REMAIN THE PROPERTY of Inspire International and the title to the goods shall not pass to you until you have paid Inspire International all monies owing to us by you under all sales of goods contracts entered into between us. Until you have made Full Payment of the goods they shall remain the property of Inspire International.

FREIGHT FREE

Within Australia, Inspire International will forward all "Bedspreads" Freight Free, to your door, free of charge within normal circumstances. For those outside our couriers general delivery area, we will negotiate how best to service your needs and any additional charges with you. For foreign purchases, Inspire International will freight "Bedspreads", free of charge, to the closest designated port within Australia. Normal circumstances means – our designated courier can reach you! We use Fastways Couriers and they cover 90% of Australia. For all linen and other items purchased we will forward these at your expense to your door using Fastways Couriers. We have negotiated the cheapest prices available on all freight with this courier, and we will quote you prior to despatch all

freight charges for your consideration, or if you choose we will, "Freight Forward" using your specified courier. Please confirm which option you wish to use prior to despatch.

MONEY BACK GUARANTEE

Inspire International prides itself on its friendly, courteous and speedy service on a national and international basis. Inspire customer satisfaction is ensured through a money back guarantee on any faulty stock that has been delivered to our clientele. Any claims should be raised with the office within 7 days of receipt of goods, and in any case where products are deemed to be faulty all money, including freight charges, will be refunded. In the case of change your mind on receipt of goods, money will be refunded minus total freight charges, i.e. meaning delivery and return provided the customer notifies the office within 7 days of delivery and the stock is returned in its ORIGINAL PACKAGING AND UNUSED.

CREDIT CLAIMS FOR RETURNING STOCK

All credit claims must be approved by the office and a Credit Claim Authority Number and Reason For Return Form must be obtained prior to our acceptance of the claim and the goods being returned. We will only accept credit claims on goods if they are: Raised with the office within 7 days of delivery and returned in the original packaging, and unused due to Australian Health Regulations. The goods must be returned with the correct paperwork that is obtainable from the office staff, and is to be completed and attached to the order, this paperwork includes: Invoice Number, Reason for Return Form and Credit Claim Authority Number. We will not pay the freight for CHANGE OF MIND RETURNS: you will be responsible for all freight charges including delivery and return. We will nominate the carrier for return of goods. (Fastways).

VACUUM SEALED

Inspire International wishes to inform customers that our bedspreads are vacuum sealed: THIS AFFECTS THE FEEL OF THE WADDING, AS THE AIR HAS BEEN SUCKED OUT FOR SHIPPING. It is important to realize that over a couple of days and with a few shakes of your new bedspread, the air works its way back into the fibres thus giving it a thicker feel. We do apologise for this but we will not accept this as a reason for return. All staff are aware that this is to be pointed out at the point of sale, and care instructions and explanation are attached to your invoice.

CREDIT CLAIMS RE GOODS DAMAGED IN TRANSIT

Goods damaged in transit are to be claimed against FASTWAYS COURIERS. The office MUST BE NOTIFIED IMMEDIATELY ON DELIVERY OF THE GOODS.

CREDIT CLAIMS ON PICKING ERRORS – OUR END ONLY

The office must be notified within 48 hours of delivery, and we will supply the correct goods that were originally ordered FREIGHT FREE.

CREDIT CLAIMS ON PICKING ERRORS – YOUR MISTAKE

All customer picking errors must be advised to the office within 7 days of the receipt of the goods. All goods must be unused and in the original packaging due to Australian Health Regulations.

PRICING

Prices are subject to change without notice.

CUSTOMER SERVICE POLICY

If a product is OUT OF STOCK, you the "purchaser" will be notified immediately by phone. The OUT OF STOCK items will be placed onto backorder and as soon as the stock line/s becomes available they will be despatched to you the "purchaser" Freight Free. If the items that are OUT OF STOCK become UNAVAILABLE or an unacceptable waiting period is deemed by you to have passed, you the "purchaser" will receive a full refund of any monies paid for such OUT OF STOCK items

CONSEQUENCES OF NON PAYMENT OF ACCOUNT

Should you the purchaser not adhere to the terms and conditions of payment as laid out in this document, you will accept the right for Inspire International to claim from me/us all outstanding amounts due, both current and overdue. Should it become necessary for Inspire International to take legal action, I/we shall be held responsible FOR ANY LEGAL COSTS AND ANY OTHER RECOVERY COSTS incurred by Inspire International.

