



STRICTLY NET 30 DAYS FROM END OF MONTH FOR ACCOUNT HOLDERS ONLY. We accept EFT, cheque, cash or credit card in lieu of 30-day account. Please note that credit card payments incur a 1.15% surcharge (VISA and MasterCard only). 15% Handling charge will be applied to all goods returned (except custom made or special items – absolutely no refunds) plus cartage fee (if applicable). Credit claims may not be recognised unless advised within one month of date of delivery and will only be applied if goods are in an immediate resalable condition.

Conditions of this sale is that the property does not pass to the purchaser until such time as payment is made to Frankston Concrete Products or associated companies. This is a Payment Claim under the Building and Construction Industry Security of Payment Act 2002.

### DELIVERY:

The customer accepts responsibility for the delivery vehicle once the vehicle leaves the roadway including any damage to kerbing, paths and driveways or any other damage which may occur or any towing to extradite the vehicle from site.

Delivery charge with crane truck includes unloading time of 60 minutes with large items craned into prepared position. Following that an additional charge of \$180.00 per hour or part thereof will be applied.

Delivery charge with courier includes unloading time of 15 minutes for orders up to one tonne or 30 minutes for orders up to 12 tonnes. Any excessive detention times incurred by FCP due to poor on site management, tardiness while unloading, stopping for morning tea, etc, will be passed on to customer. POD's can be provided upon request.

Where customer purchase orders are required to authorise additional charges FCP will contact customer once and if nothing is agreed upon after 15 minutes FCP reserve the right to leave site and may return on another available day for an additional charge priced per application.

### CANCELLATIONS:

If the Customer refuses or neglects to take delivery of the products due to factors including weather, poor on-site management, or other factors completely out of Frankston Concrete Products' control, the Customer will be liable for any costs incurred including 15% restocking fee and any additional freight costs. Frankston Concrete Products have never and will never arrange delivery of concrete products without the Customer's ok to do so.

If order is cancelled within 24 hours and goods are already on the truck the customer must pay the total delivery fee plus 15% handling fee – NO EXCEPTIONS.