

TradePex Customer Service Promise T&Cs

90% DIFOT

We'll deliver 90% DIFOT and to specification or we'll credit you \$50 on your account.

1. If you've placed an order for \$500 or more and we don't achieve 90% DIFOT then let us know within 2 days of delivery that you'd like to claim.
2. Should we agree that we failed to deliver on-time, with 90% of your order we'll credit you \$50 on your account.
3. Any rebates or other discounts will be deducted from your order confirmation value before calculating the credit. A limit of one credit per order confirmation applies, which will be added to your account within 5 days.

Stock Guarantee

With our most popular items always in stock, we have what you need, when you need it.

Most popular items are determined by us based on demand. They may vary from site to site and change without notice.

6 Month Price Guaranteed

We guarantee there will be no further price rises on TradePex branded products for the next 6 months.

We'll hold your current trade pricing on all TradePex branded products until at least 31/08/2022.

Product Support

You can call us for product support, plus we'll always keep you informed.

You'll be supported by an experienced sales team backed by a network of technical experts. Call our support team on 1800 TRADEPEX and you'll speak to a person who can assist you.

The General Stuff

Our TradePex Customer Service Promise is for trade customers only and our standard terms and conditions apply (<https://trade.tradelink.com.au/legal>). We'll always be fair, but we may refuse to issue a credit at our reasonable discretion or change our terms and conditions at any time and without notice. Credits won't be issued if your claim relates to events outside our control or your account is on hold or overdue.

Any reference within these terms and conditions to:

- a dollar or percentage includes GST;
- "credit" means a credit that cannot be transferred, exchanged or redeemed for cash;
- "day" means any weekday, other than a public holiday or site closure day, in the State or Territory your order is placed;
- "events outside our control" means events such as fire, flood, lightning, storm, strikes, industrial disputes, acts of war, riots, explosion, unavailability of product from suppliers, major traffic accidents or other events not reasonably within our control; and
- "order confirmation" means a document detailing the products and services we'll supply and deliver to you.

Nothing in our TradePex Customer Service Promise excludes any rights and remedies available to you under the Australian Consumer Law.

Effective date 1st November 2021.