

FREIGHT & DELIVERY POLICY

Upper North Island

Effective Date: 19 February 2024

 [INFRAPIPE.CO.NZ](https://www.infrapipe.co.nz)

Standard Deliveries | Lead Times & Cut-Off Times

Upper North Island

- ✓ Northland
- ✓ Auckland
- ✓ Waikato
- ✓ Coromandel
- ✓ Bay of Plenty

Order Cut-Off Time

- ✓ 2pm
- ✓ 2pm
- ✓ 2pm
- ✓ 2pm
- ✓ 2pm

Lead Time

- ✓ 3 Days
- ✓ 1-2 Days
- ✓ 1-2 Days
- ✓ 3 Days
- ✓ 3 Days

Collect Orders between 10am-1pm

A minimum of 24 hours, from the placement of the order, is required to ensure your order will be ready prior to your arrival for collection.

The small order surcharge will also apply against the value of collected orders.

INFRAPIPE™ is committed to the Health and Safety of our staff, contractors and customers, and reserves the right to refuse loading and unloading of any vehicle that we deem a Health and Safety hazard. Any costs incurred due to the non-loading of items will be at the purchaser expense.

Small Order Surcharges (into store)

A surcharge will apply to all orders with a value of less than \$1000 (excluding GST).

- Minimum surcharge: \$450 (excluding GST) (per invoice).
- Multiple customer order numbers cannot be combined to avoid this surcharge.
- This does not apply to those orders delivered into stores exceeding the value of \$1000 (excluding GST).

HIAB/Truck Unloading Charges | Per area **Auckland region**

If requested, INFRAPIPE™ can arrange the unloading of the delivery. The cost incurred to INFRAPIPE™ will be on charged to the customer.

Truck Type

Per Delivery Charge

HIAB

Quoted price as requested.

(Auckland only Pukekohe through to Wellsford).

*HIAB unloading charges are in consideration the following variants, quantity, weight, size, length of pipe(s).

*HIAB deliveries are requested where no other method of unloading is available and is additional to delivery charges, including any drawdowns from contract quotations.

*Wait times more than one (1) hour will be charged on a per hourly basis.

 sales@infrapipe.co.nz

Cancellations

To cancel your order, please contact INFRAPIPE™ as soon as possible. Orders that have already been processed for picking will incur a \$200 cancellation fee. If your order has left INFRAPIPE™, then your order can no longer be cancelled. Please follow the returns process once your order arrives. Please note, your delivery fee will not be refunded.

Restocking of Returned Goods

INFRAPIPE™ will not accept PE returns for credit or Made to Order (MTO) products unless a Returned Materials Authorization (RMA) form has been filled out and been pre-approved and inspected by a representative of INFRAPIPE™. Ultimately at the discretion of INFRAPIPE™. If an error has occurred by INFRAPIPE™, a return for credit through the Returned Materials Authorization (RMA) process can be completed.

** PLEASE NOTE

- Project jobs of PE pressure pipes cannot be returned due to specific manufacturing runs where large costs have been agreed upon.
- All approved product returns will incur a restocking fee.
- The restocking fee will be 20% of the invoice value (plus GST).
- All returned goods must also be in a resalable condition.
- All returned goods requiring the use of a freight company will be at the customer's expense.

Damaged Goods

All goods are to be inspected at time of delivery. Imperfections/damages should be reported immediately to INFRAPIPE™ at time of delivery, before the product is offloaded from transport.

- *Photo of "product issue" to be supplied when requesting RMA.*

Any damage upon delivery will be replaced by INFRAPIPE™, if you are able to supply proof of delivery (POD) signed with a notation that the goods were damaged at time of delivery.

If the proof of delivery (POD) is not noted that the goods were damaged at time of delivery, INFRAPIPE™ will not replace or credit that product(s).

Please refer to **Terms and Conditions of Trade** for specific details relating to INFRAPIPE™.

Key:

*MTO – Made to Order

*POD – Proof of Delivery

*RMA – Returned Materials Authorization

 sales@infrapipe.co.nz