

ALGEOS REPAIR/EXCHANGE/ RETURN REQUEST FORM

Algeos Australia strives to offer high quality products and services. However, if you do experience problems with your purchase we will do our best to resolve the issue in a timely manner.

Please fill in all applicable fields and return to Algeos Australia via fax:
(03) 9706-6833 or email: sales@algeos.com.au

Date of Order: _____ Sales Order: _____ Invoice: _____

Company Name: _____ Date: _____

Contact Person: _____ Customer Code: _____

Email Address: _____ Telephone: _____

Request to: Return Exchange Service Supply

Product(s) in question: _____

Brief Description of problem(s): *Please provide images as evidence if applicable*

Days/Hours of Operation: _____

Dimensions/Weight: (for goods being picked up) _____

Additional Instructions: _____

Have you contacted Algeos Australia Regarding this Problem? If yes- who did you speak to?: _____

*Please read our terms and conditions on the next page for additional information



ALGEOS
Exceeding Expectations

Contact us:
Call us: 1300 668 606
Email us: sales@algeos.com.au
Visit us: algeos.com.au

ALGEOS TERMS & CONDITIONS

Back Orders

If your item is not in stock, we will place it on back order for you. Once we receive the item, we will dispatch it to the delivery address provided. There is no additional freight charge for the delivery of back ordered items.

Pricing

Prices are shown EXCLUDING FREIGHT and GST and are in Australian Dollars only. Prices are subject to change without notice.

Product Descriptions

Product descriptions and specifications may change over time without prior notice. Photographs, drawings and illustrations of products are included as a reference only.

Returns

In the event of incorrect deliveries or damaged goods, the customer must notify Algeos as soon as possible after receipt of the goods. Goods must be returned within 21 days of invoice date and be in resalable condition. Return requests due to customer error are at the discretion of Algeos. If accepted, customers are responsible for the freight costs of the return. Algeos reserve the right to charge a restocking fee. Goods returned for credit, exchange or refund will not be accepted without prior agreement.

Payment & Accounts

For web orders, customers must pay upon confirmation of the order.

For business accounts, we accept orders by phone, fax or email. An up front payment by credit card, bank transfer or cheque will be required when placing your first order with us. For current account holding Algeos customers, invoices are due and payable within 30 days from the date of invoice. We accept payment Visa and Master Card, cheques and bank transfers. When paying by electronic transfer, please provide the corresponding invoice number as the reference. We reserve the right to suspend or withdraw, without notice, credit facilities from any account which exceeds our trading terms.

Warranties & Repair

All furniture and equipment is sold with the manufacturer's warranty which varies from 12months – 36 months. For further information please contact us for details relating to Algeos Australia's warranty policies.

Credit Card Security

We know of no documented cases of credit card fraud using our shopping system over the Internet. All credit card numbers are encrypted in the software when the order is placed using 128 bit encryption. They are only decrypted after they reach our computer. They are not held in clear text on any web site.

Shipping & Handling

Delivery charges are non-refundable unless the entire order is returned, which contains one or more damaged/ faulty items.

Algeos is UNABLE TO DELIVER TO PO BOXES. If the delivery address is unattended please provide specific delivery instructions such as: "Leave at front door if practice is unattended". Algeos will not accept responsibility for items not delivered due to insufficient delivery information. Any redelivery may incur an additional cost.

For large items such as podiatry chairs and pallets, please note that the freight charge is for a door to door service. This service does not include carrying goods up any stairs, and they will not unpack or assemble products. If you require these services, please contact Algeos to obtain a quotation. Please note that additional charges may apply.

Freight Type	Cost	Ave Delivery Time
Satchel	\$10 (exc.GST)	1-2 Business Days
Standard Package	\$10 (exc.GST)	1-2 Business Days
Hazardous Good	\$10 (exc.GST)	2-3 Business Days
Foot Impression Boxes	\$10 per carton (exc.GST)	2-3 Business Days
Podiatry Chair	\$250 (exc.GST)	3-4 Business Days
FREE FREIGHT	ORDERS OVER \$200*	

Average delivery times are based on orders for products in stock delivered to metro addresses. Free freight is not available for orders including foot impression boxes, clinic equipment or pallets. Free freight applies for orders over \$200 excluding GST. Algeos reserve the right to amend these prices at any time without notice. Website freight charges may vary from these prices.