

**COM NET SOLUTIONS PTY. LIMITED** (here after known as CNS)  
**TERMS AND CONDITIONS OF SALE**

**PRICES:**

Prices shown in our online store ([www.comnet.com.au](http://www.comnet.com.au)) are subject to change at any time. Online prices include GST. Where applicable, GST is charged at 10%. Where a written quotation is requested and issued, prices shall be valid for thirty (30) days from the date of quotation unless otherwise specified. Prices may or may not include GST as indicated on the quotation. Refer to the quotation for any special conditions. Tax invoice will be issued upon delivery.

**CURRENCY EXCHANGE RATE:**

Quotations are "Fixed Price" unless otherwise stated.

**DELIVERY:**

Orders for stock items placed before 2.00pm EST (Monday to Friday) are generally shipped same day or as requested. Non-stock items can take up to two weeks. Stock and non-stock items are indicated in our online store. Delivery charges and options are automatically displayed when placing an online order. Written quotations will show delivery charges as a separate item.

**TERMS:**

Payment Terms are "payment before delivery". Payment can be made by Paypal ,Credit Card (Visa/Mastercard), Direct Deposit or Company Cheque subject to clearance. Credit accounts are available for regular customers with a minimum 3 months trading history with CNS. All account orders and subsequent provision of credit are subject to satisfactory credit arrangements. CNS may suspend shipments at any time if any invoice or account becomes overdue. Interest may be charged on overdue accounts.

**WARRANTY:**

Manufacturers warranty is provided for all products sold. Warranty may be provided by CNS directly or referred to the manufacturer or a third party. The Warranty period shall be Twelve (12) months return to factory, freight pre-paid by customer. See our Warranty Guidelines and Conditions available from our web site for more information.

**CANCELLATION:**

Purchase Orders wether written, emailed or verbal are not cancellable without prior written authority from CNS. Cancellation charges will apply of up to: a) 20% for standard stock product line items; b) 50% for non-standard products - special orders.

**ORDERS/RESCHEDULING:**

Purchase Orders placed must specify requested delivery dates for all items thereon. Deliveries against orders may not be rescheduled without prior written authority from CNS and may attract a rescheduling fee. Purchase Orders placed must include:

**A.** Specific delivery date or period.

**B.** Statement of payment terms.

**C.** Reference to a quotation relative to the order, plus acceptance of conditions in total or modification thereto. By placing a Purchase Order with CNS you are deemed to have accepted our Terms and Conditions of Sale.

**RETURNING PRODUCT:**

Certain products are not returnable including software, IT products, consumables and some wireless products unless required by law. Prior to returning a product, a customer must obtain an RA (Return Authorisation) Number from CNS. Where a product return for credit or refund is authorised, a minimum re-stocking fee of 20% of the invoice value or \$25.00, which ever is the greatest, shall be charged. Products requiring return must be in as new saleable condition and in the original packaging. Any shortages or physical damage will incur extra re-stocking charges or may be rejected and returned freight collect.

**STATUTORY REQUIREMENTS:**

As required by law, any product in breach of Statutory Warranties and Conditions in force in the state of NSW Australia can be returned for a refund or replacement.