

# FINE PRINT



# DONE RIGHT



## ON-TIME DELIVERY

We work hard to get the right product to the right place at the right time, every time.



## PERSONAL SERVICE

You'll be supported by an experienced sales team backed by a network of technical experts.



## GREAT QUALITY PRODUCTS

Great quality products every time, or we'll replace them at no cost to you.

If your products are defective or damaged, let us know within 2 days of delivery or collection and we'll replace them at no cost to you. This is subject to compliance with our standard terms and conditions available here <https://www.stramit.com.au/terms-conditions>



## RESPONSIVE SUPPORT

You'll speak to us within 6 rings and we'll always keep you informed.

Call our customer service team during our published office hours and you'll speak to a person who can assist you within 6 rings.



## FAST ORDER CONFIRMATION

Accurate same day order confirmation, allowing an extra day for structural products.

1. Place an order by phone, fax, email or Electronic Data Interchange (EDI) with all of the required information prior to our published cut-off time and we'll send you an order confirmation. If you've asked for a delivery date and/or site time that we cannot meet, we'll confirm the next available delivery date and/or site time.



## BEST STOCK AVAILABILITY

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.



## AUSTRALIA WIDE COVERAGE

With a national footprint and local teams covering every state, we'll work together to get your job done.



## ACCURATE INVOICING

Your invoice will be accurate or we'll credit you the difference.

1. Once your order has been delivered or collected, we'll send you an invoice.

## THE GENERAL STUFF

Our Declaration of Done is for trade customers only and our standard terms and conditions apply (<https://www.stramit.com.au/terms-conditions>). We'll always be fair, but we may refuse to issue a credit at our reasonable discretion. Stramit® reserves the right to change these Service Promise terms and conditions at any time and without notice to you. Credits won't be issued if it 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 your order is placed;
- "events outside our control" means events such as COVID-19, 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 Declaration of Done and Fine Print Done Right excludes any rights and remedies available to you under the Australian Consumer Law.

Effective date 18 May 2022.