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TERMS OF TRADE

TRADE ACCOUNTS

- A Trade Credit Application form must be completed and returned to Daintree Books before supply can commence
- Any future change in customer details should be forwarded to Daintree Books as soon as practicable
- All sales are subject to the current Terms of Trade shown on our website at www.daintreebooks.com.au. We reserve the right to change these Terms of Trade at any time

ORDERS

- Orders can be sent to Daintree Books by email, fax, telephone or post
- Please ensure your delivery address is noted clearly
- A Small Order Surcharge of \$10.00 applies to orders received with a total invoiced value under \$200.00
- Normal orders will be supplied FIS (Free into store) within Australia
- Freight will be charged to locations outside Australia
- Any urgent or unusual delivery request will result in a freight charge being added

DISCOUNT

- Your trade discount will be set when your account is opened
- Trade customers wishing to purchase large quantities of individual titles on Firm Sale can contact the manager to discuss discounts

PAYMENT

- Invoices are due for payment 60 days from the invoice date

BACKORDERS

- When an item is out of stock, we will backorder it
- Any delivery dates quoted are approximate and dependent on supply from publishers
- Notification of cancellations and backorders will be added to invoices

DAMAGED GOODS

- Damaged or faulty goods must be reported to Daintree Books within 14 days of invoice date
- Wrong supplies must be reported to Daintree Books within 14 days of invoice date
- Daintree Books will notify you of the specific return requirements for a credit to be issued

OWNERSHIP OF GOODS

- Daintree Books claims full title to its goods in transit and delivered until the invoice for them has been paid in full
- Steps for recovery of goods will be taken where the invoice for them remains unpaid after the expiry of the terms of trade period

RETURNS

Goods supplied will be considered for return under the following conditions:

- The goods were not supplied on a Firm Sale basis
- The total invoiced value of the returns does not exceed 30% of the total invoiced sales to the customer in any calendar year
- All returns must be requested and returned within 6 months of the invoice date
- Returns of more than 5 copies of the one title from the one invoice will not be accepted
- A Returns Authorisation must be requested before returning any goods
- The cost of the return is to be paid by the customer
- Goods must be received back at our premises in perfect condition
- Any damage in transit back to us will result in a credit not being issued
- Credits for returns received will be raised and a copy of the credit note forwarded to the customer
- A Returns Request must include the invoice number against which the credit is requested
- All items returned must have any price labels and sticky residue removed before a credit will be considered
- Books with a publication date more than 2 years older than our invoice date will not be considered for return
- Big Books and pop-up books are all supplied Firm Sale only
- Any special orders (e.g. extra discount orders, clearance orders, remainder orders, orders for non-standard items, indent orders, etc.) are Firm Sale and not eligible for return
- Refunds are not issued, credit amounts may be used against future purchases.