



**Southern Highlands Industrial Supplies**

**Unit 3, 6-8 Cavendish Street  
Mittagong NSW 2575  
Phone: 02 4871 1249  
Email: [admin@shis.com.au](mailto:admin@shis.com.au)**

## **TERMS AND CONDITIONS**

### **TRADING TERMS**

Customers must complete a credit application form to become an account customer with Southern Highlands Industrial Supplies.

Remittance advices are to be sent to [admin@shis.com.au](mailto:admin@shis.com.au)

### **STOP CREDIT**

Customer's must adhere to their account trading terms and pay their account upon the due date.

Failure to do so will result in the following;

- A first reminder will be sent 15 days after due date.
- A second reminder will be sent a week later- if the account has not been settled or a scheduled payment date has not been advised.
- A third and final reminder will be sent a week after the second reminder.

Failure to respond and settle your account after the third and final reminder will result in your account being placed on stop credit. No future goods will be sold to you until your account is up to date.

Accounts that are outstanding by 45 days will accrue a \$5.00 admin fee on top of their overdue amount.

Further action will involve a debt collection agency to obtain the debt owed, if required.

### **LOSS OF ACCOUNT**

If your account is overdue for a continuous period of 90 days with no attempt of settling, Southern Highlands Industrial Supplies will terminate your trading account. All future goods collected will be paid for upon collection.



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### **GST (Goods and Services Tax)**

A good and services tax of 10% applies to all items.

### **OWNERSHIP OF GOODS**

The ownership of goods shall not pass to the customer until all amounts owing to us have been paid in full.

Until such time Southern Highlands Industrial Supplies has the right to recover goods from the customer, if required.

### **DEPOSITS**

For special order items (non-stocked items) a deposit must be made to secure your order. The deposit amount will be dependent on the value of the item.

### **RETURN OF GOODS**

Returns or exchanges must be made within 7 days from date of purchase. This is applicable to stocked items only – a 30% restocking fee will apply to returns. Non-stocked items that have been ordered in at the request of the customer cannot be returned. Returned items must not be used and in their original condition at time of purchase. Failure to adhere to these terms will result in the return to be rejected.

### **COLLECTION OF GOODS POLICY**

Customers will have 90 days to collect their parts/jobs from the date of notification. All parts/jobs that are not collected within the nominated period will be disposed of at Southern Highlands Industrial Supplies discretion.

### **BUSINESS RESTRUCTURE – AS OF 23<sup>RD</sup> JUNE 2023**

Southern Highlands Industrial Supplies are no longer providing engineering services on a day-to-day basis. We are no longer providing tool repair services. All machining jobs (i.e. flywheel machining and other small machining jobs) must be booked in.



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The services concerning sharpening of blades is still operational and lead times will be advised.

Our retail store remains open with new trading times: Mon-Fri, 8am-4pm.

### **THRID PARTY GOODS AND SERVICES**

Southern Highlands Industrial Supplies may offer goods and services from third parties. We cannot guarantee the quality or accuracy of goods and services made available by third parties.

### **APPLICABLE LAW**

These Terms & Conditions are governed by the laws of the State of New South Wales.

### **CHANGES**

These Terms & Conditions may be amended in order to maintain compliance with the law and to reflect the changes within our company. We will notify customers of changes to these Terms & Conditions via email and website.