1. Ordering:
1.1 All wholesale orders must present an official purchase order or order on company letterhead.
1.2 Where there is provision other than as indicated in 1.1, the Recommended Retail Price (RRP) will apply.
1.3 All orders under $50 will attract a Postage and Handling (P&H) fee, unless provision 1.4 applies.
1.4 Courier details must be submitted with orders for TAFE Plus publications.

2. Service Guarantee:
2.1 Orders will be processed within 24 hours of receipt. If additional information is required an Officer will contact you in writing within 24 hours of receipt.
2.2 Items in stock will be supplied within five (5) working days.
2.3 Items currently not in stock will be supplied within three (3) weeks from placement of order.
2.4 Products will be supplied without omissions or duplications. Print, paper quality and packaging will be to a high standard or the product will be replaced.

3. Trading Terms:
3.1 Terms of payment are strictly thirty (30) days from date of invoice, unless by prior written arrangement. All invoices will indicate a payment due date calculated on these terms. Payment periods will be extended prior to the commencement of semesters to encourage early ordering. Extended payment periods will be communicated via the due date on the invoice. Failure to observe these payment terms may result in a requirement to pay for purchases in advance.
3.2 For wholesale customers a Prompt Payment Discount of 5% of the purchase price is available if payment is received by the payment due date specified on the oldest outstanding invoice within the account, unless by prior written arrangement. Any amount due as a result of the Prompt Payment Discount policy will be credited to the account for use against future purchases only.
3.3 Accounts may remain in credit for a maximum of 90 days, accounts that are inactive for 90 days will need to claim the credit or forgo it. Under no circumstances is the value of the discount to be taken from the amount on accounts rendered by the supplier.

4. Prices:
4.1 All prices quoted are Goods and Service Tax (GST) inclusive.
4.2 The RRP is 1.25 times the wholesale price.
4.3 A Postage & Handling fee applies to orders under $50.00, unless provision 1.4 applies.

5. Returns Policy:
5.1 Where a customer seeks to return, they must first apply for permission to return in writing.
5.2 Returns will only be considered under the following circumstances:
—goods incorrectly supplied
—excess stock returned within sixty (60) days of invoice due date, unless by prior written arrangement.
—goods damaged in transit.
5.3 The supplier must be advised in writing within sixty (60) days of the invoice due date of any stock to be returned. All invoices will indicate a returns date calculated on these terms. Returns requested outside this date / timeframe will not be considered.
5.4 Goods must be returned within ten (10) working days from advice/permission to return.
5.5 All freight costs for return of excess stock will be at the customer’s expense.
5.6 Stock which is returned in poor condition or damaged will not be credited. Goods should be returned free of sales stickers and labels. No returns will be accepted or given when the packaging has been broken for shrink-wrapped products.
5.7 Returns cannot be used to pay for current or outstanding invoices. Credits will only be issued to accounts and applied against future sales. Accounts may remain in credit for a maximum of 90 days, accounts that are inactive for 90 days will need to claim the credit or forgo it.

6. Copyright
6.1 Copyright of materials supplied is reserved to the Crown in the right of the State of New South Wales. Reproduction or transmittal in whole, or in part, other than in accordance with provisions of the Copyright Act, is prohibited without the written authority of the supplier. Licensing inquiries should be referred to the Supplier as identified on the specific product.

7. Complaints Procedure:
7.1 In the event that there is dissatisfaction with the service or quality of the products, or a dispute about quantities received or returned or other related matters contact the Customer Service Officer of TAFE NSW Resource Distribution Centre (02) 9793 3347 who will:
   i. acknowledge in writing receipt of the complaint;
   ii. negotiate an agreed resolution; and
   iii. confirm in writing that the matter has been resolved.

Should the matter not be satisfactorily resolved within TAFE NSW Resource Distribution Centre, contact the Associate Director, TAFE NSW Western Sydney Institute, OTEN and Eastern Colleges (02) 9208 9202.