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TERMS

This quotation is valid for 14 days only.

QUOTATION ACCEPTANCE AND PAYMENT TERMS

Stocked Items: Payment in full required prior to dispatch.

Non-Stocked Standard Items: For work to commence on Non-Stocked Standard Items a signed copy of the Moose Industries "Quotation Acceptance Form" with payment of the "Materials Fee" equal to 25 % of the total quoted amount is due to commence works. Final Payment, including any order variations and increases is due in full prior to goods dispatch.

The "Materials Fee" is non-refundable.

Custom Build Items: For work to commence on Custom-Build Items a signed copy of the Moose Industries "Quotation Acceptance Form" with payment of the "Design and Materials Fee" equal to 50 % of the total quoted amount is due to commence works. Final payment, including any order variations and increases is due in full prior to goods dispatch.

The "Design and Materials Fee" is non-refundable.

Freight Charges: Freight charges will be quoted and charged to the customer. Any freight charges required for re-delivery are the responsibility of the customer.

Payment Methods: Payment by direct bank deposit is preferred. Please note that payment by cheque must be pre-approved and will delay your order production and dispatch as we wait for payment to clear.

VARIATIONS

This quotation is based on the specifications listed. If the specifications change throughout the process of carrying out the work additional charges will apply. These charges will be shown as a variation to the quotation and will be charged on a cost plus basis.

Cancellation/Returns Policy:

Stocked Items: Moose Industries reserved the right to charge a restocking fee of 25 % plus all freight charges.

Non-Stocked Standard Items: Moose Industries will assess Non-Stocked Item Return Requests based on each order. A restocking fee as well as all freight charges will be retained and advised before refunds.

Custom Build Items: All sales of Custom Build Items are final, and no refund will be offered.

If for any reason an order is cancelled by the customer once works have commenced. Moose Industries reserves the right to charge the customer for any additional materials, design and labour costs above and beyond the initial deposit paid.

All materials remain the property of Moose Industries until full payment is received

Moose Industries will abide by Australian Consumer Law in the instance of major faults/defects

GOODS RECEIVAL

It is the customers responsibility to inspect and check goods on arrival. Please take photographs of any packaging or relevant parts you may have questions about and email through to info@mooseindustries.com.au within 24 hours of receiving goods.

WARRANTY/GUARANTEE

Moose Industries guarantees its products against faulty workmanship and materials. Should any defects arise, Moose Industries will arrange at its discretion for the replacement or repair of defective parts for a period of 12 months from the date of purchase.

Ground engaging components are not covered under warranty

Swivels, pivots and bushes etc. are considered to be wear parts and it is reasonable to expect over time that these parts may need to be replaced. The warranty excludes damage caused by misuse, mishandling in transit or normal wear and tear. All Moose Industries products should be maintained according to the maintenance section in the supplied manual. Any unauthorized modifications to the equipment may result in cancellation of warranty.

DISPATCH & DELIVERY

Delivery of goods within 14 days after dispatch for orders up to \$10,000.00. Customer will be notified of dispatch date after receipt of final payment. Goods will not be dispatched until Moose Industries receives 100% balance payment of order. Please contact Moose Industries as a matter of urgency, if your delivery has not arrived within the 14 days prior to dispatch notification.

For orders over \$10,000.00, delivery terms will be negotiated and agreed upon individually.

INTELLECTUAL PROPERTY

Moose Industries retains intellectual property rights on all products designed and developed by Moose Industries.

Where Moose Industries has designed or drawn Goods for the Buyer, then the copyright in those designs and drawings shall remain vested in Moose Industries and shall only be used by the Buyer at Moose Industries' discretion.

Moose Industries reserves the right to photograph the finished project and use for promotional purposes.

POLICY UPDATE

Moose Industries reserves the right to update these terms and conditions of sale at any time. The most recent Terms and Conditions will be displayed on our website and supersede any previous Terms and Conditions.