

## Terms of Trade

Effective as at 1 May 2010

### Credit

We offer a thirty day net credit facility to approved account holders who have filled in an account application and the facility has been approved.

### C.O.D.

We do accept credit card payments as below or will hold your order to be released pending payment. ALL non-account holders are considered to be C.O.D. or 'cash with order' purchases.

### ORDERS

Orders may be placed by fax, telephone or email. Alternatively our warehouse is open for you to pick your own order. If you would like to collect your order from our warehouse please allow at least 2 hours from time of ordering for your order to be processed and ready for collection.

### Payment

Payments may be made by cash, cheque, direct deposit or credit card (Bankcard, MasterCard, and Visa). At this stage we do NOT pass on any bank fees incurred by us in accepting payment via this method. *A 2.5% discount is applied when you pay by credit card or cash when you order or on collection of goods from our warehouse, subject to payment being made available upon first presentation and the account being within trading terms.* This discount is not available with any other offer.

### Price Changes

All prices are subject to change without notice. Please check our monthly newsletter for price changes but prices can and do change without notice. We recommend you check each invoice where price changes are noted to ensure you have correct prices.

### Minimum Order

We are more than happy to process an order of any size, but apply a \$7.15 GST inclusive surcharge to orders less than \$150.00 ex GST to cover our costs of freight and handling. Goods collected ex Warehouse do not attract freight fees.

### Freight

Orders over \$150.00 ex GST are sent freight free anywhere in W.A. (exceptions apply for remote areas, express post or 'bulky' orders). We can arrange express deliveries of urgent orders which will acquire a small surcharge dependant on the associated costs. We can get urgent orders delivered via our courier, CTI, if requested at your expense. We do not send goods under your freight account/carrier unless agreed prior.

### Times

Our warehouse & offices are open from 8.30 am to 5pm Monday to Friday. All orders received by 12pm should be delivered within a 24 hour period (in metro area, except outer suburbs) - exceptional circumstances such as first week of month (order chaos), network problems (computer chaos), electrical power outs (no-computer chaos), ISP or telephone outages (communication chaos), or key personnel leave or illness (staff chaos) may impede on this schedule.

### Carrier

We utilise CTI Express services for local deliveries, Star Track for outer suburbs and South Western Australia and Australia Post for everywhere else. Please be aware that items sent with 'special delivery details' are difficult to adhere to. If your delivery address is unattended at the

time of delivery, a card will be placed in your letterbox and please follow the instructions on the card to collect your parcel. It is your responsibility to be in attendance upon attempted delivery. We cannot re-route deliveries once they have left our warehouse.

### Title

Title to goods does not pass until payment for those goods has been received in full.

### Returns

All orders sent will be deemed as accepted and in accordance with your order unless we are notified within 21 days of the date of invoice. We reserve the right to refuse goods returned which are damaged, soiled, contaminated, expired or not in the condition originally supplied. We are under no obligation to accept cancellations, amendments or return of goods to an order which has been supplied correctly to you as per your order. We reserve the right to respond to specific circumstances at our discretion.

### Overdue

Overdue accounts are an unnecessary strain on our resources, impede our ability to maintain a suitable supply for everyone (patients included), and are a direct breach of our credit agreement. As per our credit application we reserve the right to apply interest to overdue accounts. Accounts more than 15 days overdue are automatically put on a 'stop supply' - no further orders will be dispatched until payment has been received and cleared. Consistent late payment may also necessitate a permanent withdrawal of credit facility. Please adhere to our trading terms!

### Out of Stocks

Should any item be out of stock we will notify you and put the item on backorder unless you request otherwise. There is no obligation to purchase any item placed on backorder once the item has returned to stock (except for goods specifically ordered by you). We will contact you via fax, phone or email once the item is back in stock.

### Specials

At all times we will pass on specials (while promotional stock lasts) offered by our Suppliers and will notify you via our fax or email list of what specials are available, please let us know if you are not receiving specials information.

### Cold Product

Many of the products we sell including probiotics and chocolates, must be packed to conserve temperature requirements and be delivered promptly. We **ALWAYS** pack cold product well, with cold-packs and wrapped, but continually face the problem of delayed delivery and adverse seasonal hot weather. Please note that cold product will **NOT** be sent on Fridays or when the temperature is expected to exceed 35°C. Please also note that we cannot be responsible for delays in delivery or non-attendance when a delivery has been attempted. Whilst every attempt is made to ensure adequate packaging and delivery, we do **NOT** accept liability for product delivered warm - goods are ordered and dispatched at *your* risk.

### Practitioner Only Products

Rener Health distributes products that are deemed "Practitioner Only". These are only available to account holders defined as "Practitioners" in accordance with the Therapeutic Goods Act 1989.