

TERMS OF TRADING

THE CASTLEMAINE ROD SHOP PTY LTD

Please read this section prior to ordering any goods or services.

WHEN ORDERING

Provide us with as much information as possible,

e.g. Engine size, gearbox 3- 4-5 speed, Auto or Manual, car model, year of manufacture, petrol or diesel, hydraulic, cable or mechanical clutch.

Also let us know if the vehicle or any components are modified.

PAYMENT

Must be made in full by Credit Card (VISA or MasterCard) or by Direct Deposit or Electronic Transfer (Phone or Internet Banking)

All Money Orders or cheques including Business Cheques are cleared prior to your order being dispatched.

PAYMENT DETAILS

Direct deposits can be made at any NAB Bank, into our account.

We suggest you deposit cash for the fastest possible attention, as paying by cheque may take one week to clear. Even when deposited into our account.

If you are using Internet Banking and you process your payment from NAB to NAB by 9pm it usually comes through immediately.

If you deposit or transfer at another bank it will take between 24 and 48 hrs to appear in our Account.

Payments made on Friday Night or Weekends often do not clear until Tuesday the following week.

ACCOUNT DETAILS

The Castlemaine Rod Shop Pty Ltd

National Australia Bank (NAB) Taree

BSB: 082 856 Account Number: 579054146

FREIGHT

Customers, we do not pay Freight and Insurance charges as these are not included in the sale price of the goods. Freight of all goods is at the purchaser's risk. Melbourne or Country Victoria customers, we will dispatch your goods where possible by the cheapest delivery service and add the cost to your invoice.

All goods become the customer's responsibility on removal or despatch from our premises. The Castlemaine Rod Shop Pty Ltd will not insure goods unless confirmed by the purchaser in writing.

Any insurance on goods is at the customer's expense.

Goods are sent via Toll Ipec door to door.

The Castlemaine Rod Shop Pty Ltd has the option of back charging for any freight charges incurred from shipment that was sent "Receiver to Pay". If the due payments are not received, then the customer's account will be closed immediately.

RETURN OF FAULTY GOODS

1. Goods returned must be in a resaleable condition and

All freight is to be paid by the customer.

Should you intend to return an item please call us and discuss it and if we agree we will allocate you with a return number.

Please note who you spoke with at that time.

2. You must provide the Original invoice and a detailed reason for return.

3. Credits must not be deducted from your account until our credit note is issued. (applies to Account Customers)

4. All goods returned will be subjected to a 20% restocking fee with the exception of any goods that are deemed to be faulty.

It takes time to package, invoice, then despatch goods, so make sure you order the correct item and for Trade Customers make sure that you take a deposit for the goods of at least 20% from your customer.

5. All sales are final and goods will not be accepted for return after 14 days.

6. No claims will be considered if any item has been Modified or Damaged on any way, e.g. ground or redrilled or welded to.

7. Individual items or parts cannot be returned for credit if supplied in kit form, e.g. engine mounts, hydraulic parts, clutch plates etc. that make up a complete kit. Unless they are faulty then they will be replaced under the Warranty.

WARRANTY CLAIMS

No product supplied or manufactured by The Castlemaine Rod Shop Pty Ltd or it's subsidiary companies or it's suppliers can be altered, modified or re-welded for any reason without written consent from The Castlemaine Rod Shop Pty Ltd.

All warranty claims must be returned to our premises at the customer's expense.

The Castlemaine Rod Shop Pty Ltd accepts no responsibility or will make

payment for “down time” when installing or re-installing any parts produced by this company.

HOURS OF OPERATION

Monday to Friday 8.00am to 5.00pm (Shop Hours)

Phone are answered from 8.00 am to 5.30pm

Saturday by appointment Only

Sunday Closed

Sales (03) 5472 2853 or (03) 5449 3532

International 61 3 5449 3532

No reverse charge telephone calls are accepted.

FAX FACILITIES

All Orders or Order Information Sheets can be Faxed

All details plus sketches are appreciated.

Please allow time for research if unusual or special applications are required.

Please provide a contact number and or email address so we can find you.

Fax : (03) 5472 1241

Email : sales@rodshop.com.au

Please check our prices and Order Details on our Website

www.rodshop.com.au

CHANGE IN PRICES

All prices are subject to change without notice. This includes prices printed in any pricelist, advertised on the web or in any written quote (after 7 days)

WARNING

Certain State Laws and regulations make the fitting of some motor accessories and performance equipment illegal on certain model cars, other than those used for racing or off road purposes. It is your responsibility to ensure that goods you are purchasing or selling can be legally fitted to the intended vehicle in the intended state of Registration.

All items manufactured by The Castlemaine Rod Shop Pty Ltd are covered by our extensive Product and Public Liability Cover for \$10,000,0000 AUD for use in Australia or New Zealand.

C.O.D. POST

We do not encourage this but can be used in extenuating circumstances especially for remote customers, unfortunately we cannot guarantee the time of delivery. There are strict size and weight limitations on this service.