



CUSTOMER POLICY

ABLE WESTCHEM IS A FAMILY OWNED, ISO CERTIFIED AUSTRALIAN COMPANY THAT HAS BEEN OPERATING SINCE 1971. We have a customer conscious approach to trading. Our aim is to serve you well, and for you to tell others. We are always pleased to hear from you and actively welcome your comments about our service and products even when critical.

NORMAL TRADING HOURS: 8:00am to 4:30pm Mon – Thurs. Fridays, 8:00am to 4:00pm. Saturday & Sunday - Closed.

WHEN ORDERING please remember the more information you give us, the higher the possibility we will get your order correct and on time. If possible we prefer your order to be placed by **Email or Fax** using an order form. If you prefer, please ask our office to prepare you an order form.

METRO PARCEL DELIVERY SERVICE: Parcels are sent by our independent courier and have to be signed for. With orders placed before 11:45 am (Mon-Thur) we aim to have your parcels delivered next day before 6pm. If ordered any time on Friday we will aim to get your order to you on Monday before 6:00 pm. Our courier does not deliver on Saturdays or Sundays. It is important that when placing an order that you also arrange for someone to be at the given address. If no one can be there you must leave a signed note on the door for the courier to leave the parcel with an **adjacent** neighbour who can sign the acceptance on your behalf. When ordering you should also remember to state in the day and date you wish to receive your order if you think you will not be available the next day.

ORDER SIZES & QUANTITIES: Please try to **maximise the size of your orders**; do this by ordering less frequently (once or twice a month) and **hold reserve stock** for emergencies. **Buy the largest pack size** where possible because these are more cost effective. Most of our products are available in the following pack sizes & quantities -

PACK SIZE	PALLET QTY	BOXING QTY
1000ltr IBC / Shultz	1	*BULK
205ltr Mauser / Eco Drum	4x205	*BULK
200kg Open Top Drum	4x205	*BULK
25ltr Drum	32x25ltr	1 (slowly phasing out 25ltr for OH&S reasons)
20kg Pail	16x3x20kg	1
15ltr Drum	48x15ltr	1
10kg Pail	25x4x10kg	2
5 ltr Drum	244x5ltr	3 x 5ltrs
5kg Pail	25x5x5kg	2 x 5kg
1ltr cap or squirt top	700-1100 kgs	15 x 1000ml
750ml with triggers	700-1100 kgs	15 x 750ml

* BULK customers new to Able Westchem from Oct 2010 will not be charged for METRO delivery (i.e. delivery inclusive in price) unless otherwise negotiated.

When ordering smaller unit sizes please remember to purchase in boxing quantities – for example 4 x 5ltrs go into a carton. This is especially relevant when buying Dangerous Goods (DG’s). For instance if you buy 1 DG 5 litre product this will cost roughly the same money to deliver as it would to deliver 4 x 5ltrs DG products in a carton! Please do not stagger DG purchases – for instance if 1 product in a box is DG the whole box is classified as DG for transport.

IF WE CAN SAVE MONEY WE WILL SAVE YOU MONEY – GUARANTEED.

ORDERING FROM REGIONAL AREAS: We accept orders from all over Australia supplying on a Free-On-Board (FOB) basis to your nominated courier. If we have a distributor that services your regional area we shall insist that you kindly use their services over our own. We support local business who support us. In circumstances where you are regionally based but historically buy from a capital city where we reserve the right to supply direct.

ORDERING FOR THE FIRST TIME: Please complete a 30 DAY CUSTOMER CREDIT APPLICATION. Limits above \$1000.00 require a Directors approval. If you are a customer who prefers to pay Cash on Delivery (COD) we can accommodate, however we discourage this practice as a third party courier is generally involved and this attracts a \$7.50 charge. COD accounts & cash sale accounts should still complete a 30 DAY CUSTOMER CREDIT APPLICATION so we can record your unique pricing and delivery instructions.

SHOULD NOBODY BE AVAILABLE FOR A DELIVERY at the delivery location when the parcel arrives the courier may leave a calling card for you to call the Depo. The parcel can then be picked up from the Depo by yourself after producing identity. If you require the courier to re-deliver the parcel they are at their liberty to charge if they so wish. (but do not always if on route)

OUR RETURNS POLICY is simple, if you have ordered the wrong size and require an exchange for another size or a different style simply send it back (or a sample) with the original invoice and a covering letter as to what you now



BORVEK PTY LTD T/A ABLE WESTCHEM CAN 009 353 182
47 BANKSIA RD WELSHPOOL, PERTH WESTERN AUSTRALIA 6105
Ph 08 9458 1604 Fax 08 9458 1222 Email: info@westchem.com.au
Web 1: www.westchem.com.au Web 2: www.envirocareearth.com.au





require. Upon receipt of the product or sample we will process your new order immediately (depending on stock) and debit or credit any difference in price + P&P on your account. Cash refunds are not given except in case where purchase was a cash sale. If an occasion arises where we are at fault for sending the wrong size, style, or faulty item we will of course refund any postage and post the new item back free of charge.

REFUNDS. Should any of our products be unable to satisfy your requirements, or the goods sent are not suitable please call **08 9353 1491** immediately after trying them, you will then be given a reference to return them. Providing we receive them back in good condition with all labels etc still intact within 7 working days of you receiving your reference number you will be credited the full purchase price of the item.

DISPENSING EQUIPMENT – We stock and supply a range of dilution and dispensing equipment. **DISHWASHING & DILUTION SYSTEMS** are generally supplied on a **Free-On-Loan** (FOL) to **METRO** customers in exchange for exclusive supply of chemicals to the customer’s site. It is generally expected that the customer pays for and arranges for their own electrician or plumber to install. We can provide you with the details of an experienced installer. In rare instances where Free-On-Loan equipment is misused or damaged Able Westchem reserves the right to remove the equipment and recover the original cost of the goods. Our trained service representative will service the equipment no more frequent than every quarter. We do not normally charge for emergency callouts for dispenser problems. If called out to an emergency and the fault is determined not to be **DIRECTLY** caused by the dispensing equipment or our chemicals and the customer has made no reasonably effort to solve the problem that customer may be charged.

PLEASE DO NOT HESITATE TO CONTACT US – WE APPRECIATE YOUR CUSTOM & COMMENTS

PHONE (Head Office): 08 9458 1604
FAX (Head Office): 08 9458 1222
EMAIL (Head Office) info@westchem.com.au

REGARDS

Jordan Broad
Managing Director
Able Westchem

This Customer Policy may be used as a heads of agreement if Able Westchem is supplying Free-on-loan equipment.

Business Name: _____ ABN: _____ Date _____

Description of Goods Supplied By Able Westchem in exchange for supply rights

Authorising Customer Representative

Name: _____ Signature: _____

Position: _____ Date: _____

Authorising Able representative

Name: _____ Signature: _____

This policy or agreement does not affect your statutory rights.



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Web 1: www.westchem.com.au Web 2: www.envirocareearth.com.au

