

SHANITA (TAS) PTY LTD  
Trading as REFRESH TAS



## Ordering & Delivery – Terms & Conditions.

These are the terms and conditions as determined by Refresh Tas for the supply of stores and all products to any place of business serviced by Refresh Tas.

For this document, 'stores' refers to all items ordered from and delivered by Refresh Tas.

Email for contact: [refreshtas@gmail.com](mailto:refreshtas@gmail.com)

### **Placing orders**

Stores orders must be placed using the QuickB2B system. Refresh Tas will not be accepting orders placed in any other format.

Business that require purchasing order (PO) numbers must accompany the order. Orders without their PO will not be processed by Refresh Tas. It is the responsibility of the persons/purchasing officer placing the order to supply the correct PO for orders placed.

### **Order Delivery**

You may select your preferred day (Monday - Friday) for delivery of order. The delivery of the order will be determined by Refresh Tas and subject to product availability.

If items are required within a certain window, please notify Refresh Tas via email or if urgent, via phone call.

Next day or emergency deliveries may incur an extra charge. This is at the discretion of Refresh Tas.

Ordering windows are subject to change during holiday periods. Any changes in lead time for ordering will be notified 14 days prior to order.

### **Pricing**

The pricing will be regularly updated to reflect market pricing and conditions.

Pricing is subject to change. Any major changes will be updated in writing within 14 days of the change. The change is effective as of implementation.

Refresh Tas will determine what classifies as a major change.

Any disputes or questions regarding pricing must be sent by email. These will be responded to within 28 days.

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### **Product supply**

Refresh Tas is committed to delivering all products ordered in their best possible condition. If a product is unable to be supplied due to shortage or seasonality, a substitute may be made. If there is no suitable substitute, the product will be marked as 'not available'. Items marked as 'not available' (N/A) or substituted will have notes included on the final invoice.

The suitability of substitutes is determined by Refresh Tas. If you do not deem the substitute suitable, please notify by email within 24 hours of receipt of goods. Resolution is at the discretion of Refresh Tas.

Refresh Tas is under no obligation to notify before delivering items that are unavailable.

Refresh Tas retains the right to remove products from their company inventory without notification.

### **Product availability and additional product requests**

As some products become unavailable, they may be replaced. Replacement of these products is at the discretion of Refresh Tas.

Businesses may request products to be added to the Refresh Tas inventory. Product changes and additions may be requested via email. Granting these requests will be done at the discretion of Refresh Tas. Requests will be responded to within 14 days.

If a request is being made for a current order, the request must be sent via email and notified by phone call.

Any requests made for products not stocked by Refresh Tas within 48 hours of delivery will incur an extra 10% charge.

### **Ordering quantities**

The products are set in predetermined quantities. Refresh Tas is unable to split down products.

If you require products in a different format, these requests must be emailed. Requests will be responded to within 14 days.

Refresh Tas retains the right to honour or deny requests as it sees reasonable.

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**Claims of missing items, errors, or spoilage**

Any claims must be notified in writing and by phone call within a 24-hour window of the receipt of the stores received. Claims outside of this window will not be honoured.

Refresh Tas will require photo evidence of spoilt or damaged items for a claim to be considered. Resolution of the claim will be done at the discretion of Refresh Tas.

**Chain of custody**

Refresh Tas delivers to the business at times decided by the workplace manager and Refresh Tas. Once delivered, businesses are responsible for items delivered.

Refresh Tas encourages following food-safe guidelines regarding the safe delivery, handling and storage of stores.

Refresh Tas encourages the safe handling and storage of chemicals and cleaning products.

If you have any questions or would like to discuss any of the above clauses, please email us to schedule a time.

Regards,



Anita Schrodka  
Chief Executive Officer  
Shanita Tas

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