



BUSINESS DETAILS

Full Trading Name	Business Name	Telephone	ABN
Business Address	Suburb	State	Post Code
Delivery Address (if different from above)	Suburb	State	Post Code
Main Account Contact Name	Email (This will be the login)		
Accounts Payable Contact Name	Email	Telephone	

ADDITIONAL ONLINE ACCESS

An online login will be created with the main account contact email above. Please put in additional logins here, if required.

Full Name	Email (This will be the login)
Full Name	Email (This will be the login)

TRADE REFERENCES

Business Name	Contact	Email (Accounts Receivable if applicable)
Business Name	Contact	Email (Accounts Receivable if applicable)
Business Name	Contact	Email (Accounts Receivable if applicable)

APPLICANT 1 DETAILS

Full Name	Date of Birth (DD/MM/YYYY)	Driver's Licence No.
Address	Suburb	State Post Code
Position Held	Sole Trader Partner Director Other (Please specify)	

Signature

APPLICANT 2 DETAILS

Full Name	Date of Birth (DD/MM/YYYY)	Driver's Licence No.
Address	Suburb	State Post Code
Position Held	Sole Trader Partner Director Other (Please specify)	

Signature

Please ensure this form is filled accurately, otherwise your application may be delayed. By signing this application form you agree to the terms & conditions outlined on the back page.

WARRANTY & AUTHORITY

I hereby:

1. Warrant that the information provided herewith is true and correct.
2. Acknowledge that credit facilities may be withdrawn at any time without notice.
3. Agree to the trading terms of strictly 30 days from statement which applies to every contract entered into by us with Radio Parts Pty Ltd.
4. Agree that goods received remain the property of Radio Parts until payment is made, nevertheless the goods shall be at the risk of the purchaser from the time of delivery.
5. TO COMPLY WITH THE PRIVACY AMENDMENT ACT 1990, as amended;

I, the undersigned, acknowledge that RADIO PARTS PTY. LTD. has informed me, in accordance with s.18E(8)(c) of the Privacy Act 1988, that certain items of personal information about me contained in this application is permitted to be kept on a credit information file and may be disclosed to a credit reporting agency. Furthermore, I, RADIO PARTS PTY LTD, agrees to use the relevant information in accordance with the sections (s.18E(8)(c), s.18K(1)(b), s.18K(1)(c), s.18K(1)(h), s.18N(1)(b)) stated below for the purpose of assessing this application.

Section 18E (8) (c) - Covers permission from an individual for the credit provider to forward and appropriate information to a credit reporting agency.

Section 18K (1) (b) - Covers permission from an individual for the credit provider to obtain consumer credit history on an individual.

Section 18K (1) (c) - Covers permission from a guarantor to obtain consumer information.

Section 18K (1) (h) - Covers permission from an individual regarding obtaining further consumer information if the consumer defaults.

Section 18N (1) (b) - Covers permission from an individual for the credit provider to give/obtain credit references from/to other credit providers.

I confirm I have read the above and understand the implication of the privacy Act 1990.

RADIO PARTS TRADING TERMS & CONDITIONS

1. RETENTION OF TITLE

Goods supplied remain the property of Radio Parts until full payment is made. Radio Parts reserves the right to reclaim the goods from the buyer's premises if the invoice is not paid by the terms of the contract, nevertheless the goods shall be at the risk of the buyer from the time of delivery.

2. REFUNDS, REPLACEMENTS AND REPAIRS

Products returning for Refunds, Replacements or Repairs must be sent to Radio Parts customer service at 562 Spencer Street, West Melbourne, VIC. Products are subject to the warranty terms of the manufacturer or importer of the product. Refer to the radioparts.com.au service page for a list of manufacturers or importers and their service centre locations and warranty terms. All goods sold in Australia come with guarantees that cannot be excluded under the Australian Consumer Law. For further information about the Australian Consumer Law and consumer guarantees, visit www.consumerlaw.gov.au. Where Radio Parts considers the goods to have breached a consumer guarantee, any shipping costs to return the goods to us will be at Radio Parts cost.

To return goods we have delivered to you contact our Customer Service team or complete our online RA form or you may return the goods via our store where a Radio Parts staff member will assist you with any return or repair. This may include inspecting the goods, arranging for the goods to be sent for repair, or providing you with a replacement.

Goods must be returned within a reasonable time. This timeframe may vary from product to product and may depend on the type of product you purchased and the price you paid.

Repairs:

The product must be returned with proof of purchase, it must not be modified or mistreated in any way and it must not have been serviced elsewhere. Goods returned for repair will be assessed and/or repaired within a reasonable time. You may be required to pay labour, assessment and/or freight fees, such as where goods are assessed to have been damaged by misuse or accident. We may provide you with an approximate fee; this may vary due to reasons beyond our control. In some circumstances, goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Replacements and Refunds:

We recommend you immediately inspect any goods that we deliver to you or that you collect from our store to ensure you are completely satisfied with the goods. If any goods arrive damaged, please contact us as soon as possible. Radio Parts will arrange to have the damaged goods returned and either arrange for a replacement of the goods or refund. Replacements and refunds of new products that are damaged on delivery or faulty from new requires a proof of purchase of the product and be returned with all original packaging, accessories and/or manuals included. Refunds will be made via the method of payment you used to make your purchase.

Incorrectly ordered/Change of Mind:

Refunds are not normally provided where you have simply changed your mind or found the goods cheaper elsewhere. However, if goods have been incorrectly ordered, at Radio Parts discretion, customers may be credited less a restocking fee.

Procedure for returning products:

The Radio Parts web site offers an on-line facility where customers can enter the details of the product and the service required, the completed form is reviewed by our Customer Service team who will provide you a return authorisation (RA) number. This number is used to trace your product from when it is delivered back to us and until we return it to you. If any goods cannot be easily returned to us please contact our Customer Service team and we will assist in the return of the goods. If any goods that you return are capable of retaining user generated data such as files stored on a hard drive, the replacement or repair of the goods may result in loss of the data. In these circumstances, we recommend you back up data to prevent data loss, and remove sensitive or confidential data. We will not be responsible for any data loss.

The RA number should be clearly printed on the outside of the carton. Once the goods are received, our Customer Service will process your return within a reasonable time. In some cases returned goods must be assessed by the manufacturer or supplier. In these cases, extra time may be taken to resend goods to the appropriate service centres for assessment. After the product is serviced or replaced Radio Parts and/or its supplier will pay the return freight cost back to our customers.

3. CANCELLATION OF ORDERS

Cancellation of orders will not be accepted unless by prior agreement, and then on terms that will compensate Radio Parts for the cost of cancellation.

4. SPECIAL ORDERS

Special orders are goods specially bought in on customer's request. Special orders consist of:

- a. Non-stock items – \$50 minimum value per line item
(Note: Delays may occur due to suppliers minimum order value)
- b. Orders for bulk quantities – require customer acceptance of price, and estimated

delivery date. If the total price exceeds the customer's credit limit, payment upon order is required.

After acceptance of the quote by the customer special orders cannot be cancelled or the goods returned unless the Radio Parts supplier agrees to order cancellation and return of the goods.

Note: A "Special Order Form" is available to download at the Forms section on our web site or can contact us. Alternatively, when ordering via our website simply accept the terms and conditions attached to the product page of items denoted "special buy-in".

5. BACKORDERS

The unsupplied items on an order will be automatically backordered if the line item exceeds \$5.00, unless the customer stipulates "no backorders".

The balances of orders will normally be dispatched freight free unless:

- a. The entire order is backordered, in this case freight will be charged when the backorder is sent.
- b. In the opinion of Radio Parts, the freight cost on the backordered portion is substantial, in this case freight will be charged.

Due to supply chain issues, backorders can sometimes incur long waiting times and come back into stock with a price rise from the supplier. In most instances, Radio Parts will honour the original purchase price of the backordered item, but if the price increase is substantial, we reserve the right to ask for additional payment to cover the cost of the increase. In such an event, the option to cancel and receive a refund of the original purchase price will also be offered.

6. FREIGHT

Prices quoted are ex-store and delivery costs are payable by the purchaser. Radio Parts delivers goods via road freight to all destinations in Australia. This method will automatically be selected unless you choose another method. Customers with specific carrier choice and special delivery instructions must clearly state these on orders.

Transport methods include:

Road freight and post (Australia wide, except WA country and all NT) see rates below:

- Up to 5 kg: \$10 (inc. GST)
- 5 kg to 15 kg: \$15 (inc. GST)
- 15 kg or more: \$1 per kg (inc. GST)

Western Australia country and all Northern Territory road freight & post rates:

- Up to 5 kg: \$30 (inc. GST)
- 5 kg to 15 kg: \$45 (inc. GST)
- 15 kg or more: \$3 per kg (inc. GST)

Premium Air Satchels & Cartons:

\$15 (inc. GST) per satchel (up to 5 kg)

A \$30 surcharge applies to each satchel sent to NT destinations.

\$40 (inc. GST) per carton (up to 10 kg)

\$80 (inc. GST) per carton (up to 20 kg)

Melbourne metropolitan account customers only:

All road freight and post orders over the value of \$99 will be dispatched free of freight charges. Melbourne Metro destinations are defined using our chosen freight forwarder. To see if your location is covered, use the updated list provided on the Radio Parts web site – www.radioparts.com.au

For Melbourne metropolitan same-day and point-to-point courier services and rates visit www.radioparts.com.au/freight

COD customers:

Freight is included in payment and itemised on invoice. All COD orders will be charged based on our COD Freight Rates available at:

www.radioparts.com.au/freight

7. LIABILITY

Radio Parts makes no warranty or guarantee regarding the suitability or replaceability of its products for any particular purpose, nor does Radio Parts assume any liability arising from the application or use of any product, including consequential or incidental damage or injury. All operating parameters must be validated by the customer's technical experts.

8. PRIVACY POLICY

Radio Parts collect only information from suppliers and customers that is necessary to adequately conduct business. Credit information for accounts 60 days or more overdue may be disclosed to a credit reporting agency. We do not use any personal information we have collected for any other purpose without seeking the individuals consent first.