

Terms and Conditions

Catalog Numbers

All items in this catalog have a computer catalog number. Please use this catalog number when ordering to ensure accurate processing and fast dispatch of your order.

Price Lists

Prices are not listed in this catalog. Please contact us if a price list is required. Discounts are available on most products for carton quantities.

Warranties and Repairs

Unless otherwise stated, warranty period is 12 months from invoice date. Please retain invoices as proof of purchase. If service is required within the warranty period, return item to our service division with a copy of the invoice. Warranty does not cover any damage caused by corrosion, liquid spillage, power surges, lightning, leaking batteries, or any deliberate or accidental abuse.

Distributors should check products to confirm problems are not due to operator error. Our minimum service fee will apply to any items found to have no fault.

Returns and Credits

Items returned will not be credited without prior arrangement. To cover restocking overheads, a 10% fee applies.

Damaged Goods

All claims for damaged goods must be reported immediately. Do not open a package if you suspect contents may be damaged. Contact our sales department for advice.

Backorders

Product temporarily out of stock will be automatically placed on backorder and shipped when available. If lead times become excessive or product discontinued, we may offer substitute products of equivalent or higher value. Where substitutes are available at lower prices, we will pass the savings on to you. We reserve the right to vary prices and specifications without notice.

Lightning Damage

Many products such as AC adaptors are vulnerable to severe damage in the event of power surges or lightning strikes. Damaging surges (or 'spikes') can come through either the telephone line, or AC mains cord/adaptor. The damage caused is not covered by warranty and is often extensive and costly to repair. We recommend disconnection from telephone line and/or 240V AC mains supply during electrical storms, whenever possible.

Freight

Goods are usually dispatched by overnight road transport. The cost of freight will be added to your invoices. Inward freight must always be paid by your sender. Items repaired under warranty will be returned with freight paid. Under no circumstances will our receiving docks accept consignments if freight cost is charged to receiver. Any such items will be returned to the sender. Overseas orders less than 20kg are usually dispatched by FedEx, unless arranged otherwise.

Liability

The way in which our products are used is completely beyond our control. Therefore we cannot be held responsible for damage or destruction, consequential or otherwise, of equipment or articles associated with or used in conjunction with our products. Our liability is limited to repair, replacement, or credit (at our option) of purchased product.

Payment Terms and Conditions

Our standard payment terms are payment with order. For your convenience, funds may be direct deposited into our bank account. We also accept most major credit cards. Please remember to add GST and freight costs when posting payment. Credit is only available where prior arrangements exist. Title to goods does not pass to buyer until full payment has been received by Access Communications Pty Ltd.

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