

1. **PAYMENT TERMS:**

Invoices are normally processed on the same day or as per quoted payment terms.

Credit card payments will not receive early pay discount, no matter the date, and subject to 3% fee of total order.

Unpaid credit balances are subject to 1.5% interest per month from the day of shipment and/or completion.

Customer agrees to pay any and all legal fees and any other expenses incurred by Purple Engineering associated with efforts to collect overdue credit balances.

Orders of \$5,000 or more require 50% deposit, unless specified in the quotation.
2. **FREIGHT:**

Quotes are Ex-Stock, Perth unless specified. You must specify shipping instructions specific to each order, at the time of order.

For local deliveries we'll use Big Post.
3. **RETURNS:**

All sales are final. In the event a return is the result of unacceptable workmanship, we will either correct the situation or provide a refund. Where the workmanship of the product is not an issue, we reserve the right to evaluate each return request on an individual basis. This is specially for custom fabricated orders.

If you are concerned about the possibility of a return, we can advise you of possible restocking charges only at the time of order.

Customers are required to obtain a Return Goods Authorisation from Purple Engineering before shipping products back. Returns must be packaged adequately. You will not be credited for products that have been damaged during return.
4. **SHIPMENT INSPECTION:**

Prior to acceptance of the shipment, verify the number of items and note any shortages and/or damage on the freight bill BEFORE SIGNING it. Inspect each item right away.

If any concealed damages are identified, hold the products and all packing material at your receiving location. Any damaged merchandise must be reported to your shipper within a 24-hour time period after delivery.

As we ship from Perth, West Australia, all shipping damage issues are to be taken up with your shipper. Notify the delivering

carrier of any damages and obtain an inspection report within 15 days in order to file a freight claim.

MERCHANDISE SHOULD NOT BE RETURNED TO THE ORIGINAL SHIPPER. NO CREDIT WILL BE GIVEN FOR DAMAGED FREIGHT.

5. CANCELLATIONS: All purchase orders are accepted as FIRM and are subject to charges equivalent to the costs incurred up to the time of cancellation plus gross margin up to 100% of the invoice value.

Any required post-PO services will be billed at market rate at the time of cancellation, and all PO cancellations are subject to pre- and post-PO engineering services billed at \$250/hour.
6. DELIVERY: We typically ship orders, which is in stock, in less than 5 days and made-to-order products vary from 2 - 14 weeks, depending on size and complexity, unless otherwise mentioned in the quotation.

These lead times are estimates and are subject to change due to uncontrollable circumstances. Delivery time variations should be anticipated.
7. WARRANTY: Purple Engineering Pty. Ltd. (PRPL) warrants its products, unless otherwise noted, to be free from defects in workmanship and materials for a period of eighteen months from the purchase date or twelve months from the date of installation.
Filter element and other consumables perform widely, depending upon service conditions, and are not covered under this warranty. PRPL is not responsible for warranty service resulting from accident, misuse, tampering, corrosion, modification or improper installation or operation.
No warranty expressed or implied, other than as set forth above is made or authorized by PRPL. PRPL disclaims any liability for product misuse, improper product selection or misapplication. Any contingent liability or consequential and incidental damage is expressly disclaimed. PRPL liability in all events is limited to and shall not exceed the purchase price paid.
8. STORAGE FEES: We are happy to hold completed items for up to 30 days if customer need is delayed. Storage beyond 30 days is unauthorised and, as such, is subject to a fee. On the 31st day after order completion, a storage fee 1% of the order value will accrue as will an additional 1% for every subsequent month or partial month following. Storage fees must be paid prior to order shipment.