

# GENERAL SALES INFORMATION



## SALES TERMS & CONDITIONS

### WES AUSTRALASIA

Is an independent Australian organisation dedicated to the Electronics Industry. Our aim is to give you the BEST possible service at COMPETITIVE prices.

### THE PRODUCTS

Goods offered are from reliable and internationally known manufacturers and are of the highest quality. Data and specifications are those quoted by our suppliers which we believe to be correct.

### PRICES

This price list supersedes all previous price lists and although correct at the time of printing, prices are subject to change without notice. All prices EXCLUDE GST.

### PICK UP

Goods can be picked up from our trade counter from 8.30AM to 5.00PM Monday to Friday and 9.00AM – 4PM on Saturday. In order to avoid delays it is suggested that you place your order prior to attending so it is ready when you arrive. If you are picking up on Saturday please place your order on Friday as WES call centre is closed on Saturday. The trade counter is contactable by phone during Saturday's on 02 9798 9233.

### DELIVERY

A delivery and handling charge applies to all orders. The following charges apply to orders within Australia only and using our selected transport companies. Customers are welcomed to send their own couriers to pick up goods. NO handling charge applies if goods are picked up either in person or with your nominated courier. Note: Delivery charges are correct at the time of print, however are subject to change without notice.

### MAIL

Minimum Charge \$6.50 + GST.  
The above charge applies only to parcels weighing less than 500 grams ( actual weight or cubic ) and being sent by Surface Mail within Australia only.

### LOCAL

Sydney Metropolitan Road Service \$6.50 + GST.  
This is an overnight service and the maximum payable regardless of the weight of the order or the number of parcels..

### LOCAL SAME DAY

Sydney Metro \$7.75 + GST per carton ( Max 25kgs per carton)  
Orders must be received before 10AM. Delivery is between 2PM and 5.30PM. Please state clearly on your order "SAME DAY DELIVERY". Note. This service is provided by independent transport companies. It is not available to all areas and is dependant on the Courier Company's work load. We will ensure that the order leaves in the AM pick up however we cannot guarantee Same day delivery. If you require a priority service (point to point) we will need to obtain a quote from the transport company as the cost is dependent on the distance travelled. We will need to book the pick up before 11.00 AM in order to be delivered by close of business the same day.

### COUNTRY & INTERSTATE

Air Service charge is \$9.00 + GST.  
This covers parcels weight up to 3kg ( actual or cubic ) only. Where logistics allow it, this is usually an overnight delivery. Parcels over 3kg are classified as "heavy parcels" and cannot be sent by air economically.

### HEAVY PARCELS

This refers to parcels which weigh over 3kg ( actual or cubic). The delivery charge remains at \$9.00 + GST REGARDLESS of the weight of the order or how many parcels there are. We will choose the most economical method of transport, usually by road. Please allow 2 – 3 days for delivery. Some country or remote areas could take up to 7 days for delivery. Note. If air service is required we are able to divide the goods into 3 kg parcels and a charge of \$9.00 + GST applies to each parcel.

### DANGEROUS GOODS

Orders with goods which are restricted, such as some batteries, aerosols or isopropanol products must be sent by road.

### BACK ORDERS

Goods not in stock will be automatically back ordered unless otherwise requested.

### CLAIMS

The use of our products is totally beyond our control or supervision. We therefore cannot accept any responsibility for losses or consequential damage to any goods or equipment. WES does NOT manufacture the goods and in the rare event of a product being faulty we will make a claim to our supplier on your behalf. Each manufacturer has their own policy on returned goods, some have given us the authority to replace the goods, others require that we return the faulty item to them for inspection.

### GOODS RETURNED

Please, it is essential you obtain a Return Authorization number ( RA ) before returning any goods. All goods to be returned must be freight prepaid and accompanied with a copy of the original purchase invoice. The RA number must be clearly written on the parcel. Parcels returned without an RA will not be accepted or will be returned. Faulty goods will be returned to our supplier for their determination. Faulty goods will be replaced or repaired only, not credited. Goods purchased incorrectly or no longer required are not able to be returned.

### OWNERSHIP OF GOODS

Ownership of all goods and materials supplied by WES Components remains the property of WES Components, in accordance with the retention of title clause, until all goods supplied are paid for by the customer.

### ERRORS/OMISSIONS

Due to the size of this catalogue and the thousands of products it contains, it is possible that mistakes exist. All care has been taken to eliminate errors, but no responsibility can be accepted. Therefore, we recommend that this catalogue be used as a guide only. All prices are correct at the time of printing, but may change without notice. Please tell us if you discover any discrepancies. We will advise you of corrections as they become available. See WESNEWS.

## EASY ORDERING METHODS

### EMAIL ORDERS



[sales@wes.net.au](mailto:sales@wes.net.au)

Fast and Convenient for all of your enquiries and orders.

### PHONE ORDERS



02 9797 9866

Available from 8.30 to 5PM.  
Monday to Friday.

### FAX ORDERS



02 9716 6015

Easy and Simple Fax your order

### EMAIL ORDERING.

EMAIL: [sales@wes.net.au](mailto:sales@wes.net.au) \*\*\* 24 / 7 ANY TIME \*\*\*

### FAX ORDERS.

FAX NO: 02-9716-6015 \*\*\* 24 / 7 ANY TIME \*\*\*

### PHONE ORDERS.

PHONE NO: 02-9797-9866.  
Call between the hours of  
8.30 AM and 5 PM.  
Monday to Friday.

### MAIL ORDERS

Simply post your order with a cheque, money order or credit card details and we will process it promptly.  
WES Components.  
Locked Bag 4030  
Ashfield 2131 NSW

### YOUR CUSTOMER NUMBER

Please take the time to fill out the customer number application form. Once processed it will allow us to access your details when you call or place orders. You will also receive our news letters etc. This is a FREE service and obtaining a customer number puts you under NO OBLIGATION whatsoever to make a purchase at anytime..



### PLACING AN ORDER

When placing orders, please always quote your Customer Number, use our Code Numbers and give a short description of the item. This speeds our response and minimises errors.

### WESNEWS. Updates, Newsletters, etc.

All customers who have a customer number with us will automatically be allocated newsletters, updates and catalogues as they become available. As a cost saving measure, updates, etc. are sent with your next order when the assigned customer number is used. Please order regularly to receive your updates and if you are missing any, don't hesitate to enquire.  
Visit: [www.wes.net.au](http://www.wes.net.au) and when prompted, enter the user name & password: "wesnews" & " trade"

*Thank You, We Look Forward To Hearing From You Soon!*