

The Steel Promise™

TERMS & CONDITIONS

OUR PROMISE TO YOU FOR EVERY ORDER YOU TRUST WITH US.

We understand that to get your job done we have to perform. The Steel Promise sets us apart - we work hard on every order to answer the phone quickly, confirm your pricing and get the products to you when you need them. Test Certificates? Yes - when you need them, we will have them for you.



ACCESSIBLE

Trust us to answer your call within 6 seconds, or your local branch will call you back within 15 minutes.

Call an Easysteel Sales Branch within normal trading hours (7.30am - 4.30pm) and we will answer your call within 6 seconds. If we are unable to do that and your call gets diverted to another Easysteel Sales branch, we will take your details and your local branch will call you back within 15 minutes.



TRACEABLE

Trust us to ensure test certificates are available for your steel. If not we'll give you a \$50 credit.

We understand that in some cases, the end use for the product you manufacture, requires material test certificates. If you inform us of this requirement at the time of order, we will make sure that by the time your steel arrives to you, the test certificates are available to be emailed to you; or we will credit your account with \$50 excluding GST.

1. At the time you place your order by phone, please inform us if test certificates are needed for the products ordered. We will inform you if any products will not have test certificates.
2. If a test certificate is not available when the goods are delivered via email, let us know within 5 working days that you would like to make a claim.
3. A limit of one claim per order applies, which will be added to your account within 5 working days.

Test Certificates are generally not available for these categories of products sold by Easysteel:

- EWSS, EWR square and round light gauge tube
- Galv malleable pipe fittings, wrought pipe fittings, master clamp fittings
- Fletcher Wire Products (Cyclone) products
- Sheet, cold rolled, hot rolled, galv and EG
- Welding items, apart from; electrodes and wires
- Expanded mesh
- Hard drawn reinforcing mesh

If you have a requirement for test certificates for these product groups listed above, please contact us to discuss further.



RESPONSIVE

Trust us to understand your time is important, so we'll get you accurate stock quotes within 34 minutes.

We understand your time is important to you. For stock items* we will send you an accurate quote for the products you need within 34 minutes of your phone call.

*Stock items exclude any indent orders, buy-ins, custom processed products or large project quotes.



ON TIME

Trust us to meet the delivery window promised at the time of order. If not, we'll give you a \$50 credit.

We all like to know when the goods we have ordered will be arriving. Easysteel will indicate a delivery window at the time of order confirmation and make sure the goods are delivered within that window, or we will credit your account with \$50 excluding GST.

1. At the time you place your order by phone, we will confirm the delivery window for the order. The lead time given is dependent on your location, availability of stock and processing lead times.
2. If we fail to deliver the order within the stated window of time, let us know within 5 working days that you would like to make a claim.
3. A limit of one claim per order applies, which will be added to your account within 5 working days.
4. If you are not able to accept delivery at your premises within the delivery window stated and have not advised the branch, the claim will not be accepted.
5. If, with prior notification and agreement, we deliver ahead of the stated delivery window, the claim will not be accepted.

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GENERAL CONDITIONS

Our Service Promise is for trade customers only and our standard terms and conditions apply (https://www.easysteel.co.nz/page/Terms_and_Conditions/). We'll always be fair, but we may refuse to issue a credit at our reasonable discretion or change our terms and conditions at any time and without notice. Credits won't be issued if your claim relates to events outside our control or your account is on hold or overdue. Any reference within these terms and conditions to:

- a dollar or percentage includes GST;
- "credit" means a credit that cannot be transferred, exchanged or redeemed for cash;
- "day" means any weekday, other than a public holiday or site closure day, in the Region your order is placed;
- "events outside our control" means events such as fire, flood, lightning, storm, strikes, industrial disputes, acts of war, riots, explosion, unavailability of product from suppliers, major traffic accidents or other events not reasonably within our control.

Nothing in our Service Promise excludes any rights and remedies available to you under the New Zealand consumer laws which cannot be excluded as a matter of law.

Effective date 26th April 2018.