



Comfort Uniforms Pty Ltd

ABN 98 084 302 554

Manufacturer • Importer • Wholesaler

TERMS & CONDITIONS

(Effective 1st October 2026)

1. Credit Account

- 1.1 A buyer may apply to open a credit account with the company. Goods will be supplied up to a credit limit on approved accounts.
- 1.2 The company reserves the right to vary the buyer's credit limit or credit terms at any time.
- 1.3 It is the buyer's responsibility to notify Comfort Uniforms in writing when account details change.

2. Terms

- 2.1 Strictly net 30 days from date of statement, otherwise supply of goods automatically stop.
- 2.2 COD orders will be released as following:
 - i. Orders paid with a credit card will be release upon verification of details.
 - ii. EFT Orders should allow a minimum of one (1) working day for payments to be credited to our account before the order is released.
- 2.3 Accounts that are sent to a collection agency for recovery of an overdue amount; Legal action will be at the cost of the customer.

3. Pricing

Prices of goods are subject to the periodic change without notice. All prices are in AUS (Australian Dollar) excluding GST.

- 3.1 DNC Order Confirmations will be emailed giving customers time to review and amend any price discrepancies in their systems. This includes freight charges and stock discrepancies. As DNC pricing is well documented and most up to date, our Order Confirmations will supersede the Purchase Order terms. It is the buyer's responsibility to update their system and Purchase Orders to show the most current DNC wholesale prices. To prevent further delays orders will continue to warehouse for processing and invoicing.

4. Ordering

All orders must be in writing with; Purchase Order Number, product code, colour, size, quantity, delivery address and/or delivery instructions etc. No phone or verbal orders accepted.

5. Backorder

- 5.1 **Backorder Auto Release:** Buyer must sign the "DNC Backorder Auto Release Form". It is the buyer's full responsibility to notify the company for cancellation of any unwanted backorder in advance, otherwise all related charges will be applied.
- 5.2 **Backorder will be released on buyer's request only:** Backorder Confirmations are issued when stock becomes available. The Backorder Confirmation must be signed and returned within 10 working days from issue date if the stock is still required, otherwise the backorder will be automatically cancelled by our system.

6. Indent order

Minimum of 40% deposit is required in advanced.

7. Freight charges

- 7.1 Sydney Metropolitan area (Aramex Brown): Orders valued at less than \$150.00 (ex GST) will incur a freight charge of \$6.50 (ex GST).
- 7.2 Melbourne, Canberra, Brisbane & Gold Coast areas, (TGE): Orders valued at less than \$250.00 (ex GST) will incur a freight charge of \$15.00 (ex GST).
- 7.3 Newcastle, Central Coast & Wollongong areas (TGE): Orders valued at less than \$250.00 (ex GST) will incur a freight charge of \$15.00 (ex GST).
- 7.4 All other areas: Orders valued at less than \$250.00 (ex GST) will incur a freight charge of \$15.00 (ex GST).
- 7.5 Priority Airbag for all areas: There is a fee of \$15.00 (ex GST) per 3KG Airbag (\$35.00 ex GST for NT) & \$20.00 (ex GST) per 5KG Airbag (\$50.00 ex GST for NT).
- 7.6 Additional Remote Area surcharges may apply.

8. Delivery

Delivery lead times in normal circumstances.

195 NEWTON ROAD
WETHERILL PARK NSW 2164
Phone: 1300 769 181 Fax 1300 785 969
Email: customerservice@dncworkwear.com.au
Website: www.dncworkwear.com.au



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NSW: 2-3 Working Days;
VIC, SA, QLD: 3-4 Working Days;
WA, TAS, NT: 6-8 Working Days.

9 Returns Policy

- 9.1 **All return goods must be authorized by the company.** Goods returned must be accompanied by the RA Form (**Return Goods Authority**) detailing: Invoice Number, style code, colour, size, quantity, and reason for return. Otherwise, the goods will be returned to the buyer at the buyer's cost and/or 10% surcharge will apply.
- 9.2 No claims for return goods will be accepted after **14 working days** from receipt of goods.
- 9.3 **All return goods must be in unused condition, original packaging with swing-tag attached and current stock only.**
- The return freight cost will be the buyer's own responsibility.
 - A re-stocking fee of 10% will be applied.
- 9.4 Unless return goods have been incorrectly supplied by the company, short supplied (we must be notified within 14 days from receiving goods, otherwise claim will be rejected), damaged, lost in transit (we must be notified within 30 days from dispatch date to open an investigation with the courier, otherwise claim will be rejected), faulty, defective as a result of poor workmanship or materials used:
- 9.5 Should any goods be returned without adherence to the Returns Policy stated above, an **additional 10% surcharge will apply** regardless the nature of the type of return and this will be in addition to other charges incurred.
- 9.6 **The company will not accept responsibility for any item returned after it has been decorated.** It is the buyer's full responsibility to ensure all items sent direct or third party are inspected prior to their embroidery and/or screen printing.

10 Possession and Title

The goods delivered by the company to a buyer remains the company's property until the price for them is received in full. Notwithstanding the forgoing, a buyer may sell to a third party in the ordinary course of business.

Discount

Please always ask a DNC Sales Representative for a discount to the following:

1. R.S.D.R (Reward System of Discount Rates).
2. Indent orders.
3. Order quantity over 250 units per item.
4. Discontinued products (Clearance of all individual items).

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