

Terms & Conditions

The Superior Brass and Austyle Architectural Hardware (SB/A) recommended retail price list (RRP) serves as a guide only and there is no obligation to comply with recommendation.

Contact us

Showroom / Office: 9-5 Monday to Friday. 137-145 Chesterville Rd. Moorabbin Victoria 3189
(p) 03 9553 3559 (f) 03 9553 3558 (e) customerservice@superiorbrass.com (e) info@austyle.com.au

GST

Goods & Services Tax, where applicable, will apply to all invoices and adjusted on Credit of Invoices. Recommended Retail price list is inclusive of GST.

Terms of Payment

All accounts are payable as invoiced 30 days after the last day of the month of invoice. Trading accounts over 30 days will be placed on stop credit until a payment arrangement is in place to clear this amount. If the payment arrangement defaults, trade credit will be withdrawn. Payments can be made via cheque, EFT or credit card. (1.5% surcharge applies.)

Minimum Order / Surcharges

SB/A has no minimum order requirements.

Inner metropolitan areas: Melbourne, Sydney, Brisbane, Adelaide, Perth, Canberra, Hobart inner metropolitan areas.

- Free Into Store: All orders over **\$175.00** (ex. GST)

- Orders Less than \$175.00 (ex GST):
 - Vic Metro \$10.90
 - Interstate Metro \$14.50

- **Outer Country and Rural Areas Surcharge**
(w-Qld/n-Qld/NT/WA/SA/w-NSW)
All road orders will incur a delivery surcharge of \$18.50

- **COD / Non-account customers (metro areas)**
All orders will incur a delivery surcharge of \$18.50

- **Express Delivery / Air Freight Orders**
 - 3kg Overnight Airbag Orders \$14.50
 - 5kg Overnight Airbag Orders \$20.50

Delivery and Dispatch

All orders under normal circumstances will be dispatched with 24 hours and delivered the following day to Melbourne, Sydney & Adelaide including some country areas. All other areas may require an additional 1-3 days delivery. SB/A will not be responsible or liable for any loss or damage, including consequential loss or damage, whether direct or indirect, including & arising from delays in courier delivery or dispatch or out of stock products.

Free Services – Cylinder Punch outs and Keying Alike

CYLINDER PUNCHES: Euro cylinder keyholes are punched free of charge to suit all SB/A door furniture and locks. (Euro cylinder punch outs to suit lock specifications other than SB/A lock specifications, will incur a \$3.75 (per punch), charge. [Cylinder hole punch outs, other than to suit SB/A locks will not be accepted for credit.] The finish on the handle is not warranted for modified handles around the edging of cylinder hole punches where the base material becomes exposed

CYLINDER KEYING: Euro cylinders are available keyed alike as standard stock. Combinations of cylinders are also available keyed alike at no additional cost. For warranty purposes, re-keying of cylinders must be done with Austyle blank keys.

Back Orders

Customers will be advised of products ordered which are temporarily out of stock. Out of stock products will automatically be backordered. When backorders become available SB/A will advise by fax/email and will require customers to confirm by return fax/email whether backorders are still required. Backorders will automatically be cancelled 30 days after notification. Backorders will not be processed until a confirmation reply is received from the customer. Backorders under \$175.00 will be dispatched with customer's next order.

Plating Services

Plated, custom finishes or specially treated processes/finishes will be quoted on a per order basis. SB/A will not accept responsibility for subsequent finishing characteristics. A "Y" next to the item code number denotes plating availability.

Returns and Credits

SB/A offers a flexible return policy whereby goods can be returned in exchange for other stock items within the range within 14 days of the invoice date provided the goods have not been used, damaged or modified and remain in their original undamaged packaging in a resalable condition. Sales

No credit will be available for goods returned after 60 days from date of invoice. Approval from SB/A must be obtained before returning, and only on SB/A approved carrier. Customers are liable for all freight charges incurred and a restocking charge of 15% of the value or \$15 (whichever is greater), for goods wrongly ordered or customer cancellations. Returns will not be accepted for "Change Of Mind". Discontinued stock lines, special orders or special plating orders will not be accepted for credit. Cylinder hole punch outs, (other than to suit SB/A locks) will not be accepted for credit. Special sales items and/or OEM or custom orders will not be accepted for credit.

SB/A does not refund cash/equivalent for goods returned or store closures under any circumstances.

Credit will only be given to account customers upon inspection and credit approval of the goods at the warehouse of SB/A in Melbourne. A copy of our original invoice or proof of purchase MUST accompany the goods returned otherwise credit requests will be rejected.

Retention of Title

It is a condition of sale that title of goods invoiced by SB/A shall not pass to the purchaser or his client until payment in full has been received. Furthermore, all goods on hand up to the value of the balance outstanding or due to SB/A will be deemed to be the property of SB/A. The proper law is the law in the State of Victoria and the parties submit to the exclusive jurisdiction of Victorian law.

Samples

Samples and display boards will be charged at 50% discount. Other displays such as counter working models, advertising stands, FOC display boards etc... will remain the property of SB/A and are subject to return at our discretion.

Special Conditions

- All warranties and claims for credit must be accompanied by relevant proof of purchase documentation.
- Locks are only warranted when installed and used in conjunction with SB/A door hardware, cylinders / components / accessories
- Handles are only warranted when installed and used in conjunction with SB/A hardware, cylinders / components / accessories
- Mechanical warranty on all our forged ball bearing door furniture is 10 years.
- All forged solid brass or stainless steel door furniture containing the patented ball bearing mechanism are warranted to be free from mechanical defects for a period of ten (10) years from the date of original purchase from an authorized SB/A distributor. SB/A's sole obligation under this warranty shall be to repair or replace with an equivalent, those products which SB/A determines to be defective during the warranty period.
- Fire Ratings; Special terms and conditions apply - please ask us for a copy of the fire rating certificate.
- Fire Ratings: Locks: The onus lies with the Installers/specifiers/user to ensure the applicable lock chosen suits the relevant building codes. (Note: Fire rating certification for 49219 integrated privacy lock is not applicable to the bolt/snib function and operation when used in a commercial fire door application).
- No liability or consequential damage will be incurred by SB/A where the products have been repaired or in any way tampered with by third parties without prior written authorization from SB/A nor will SB/A be liable for costs incurred, i.e.: labour, freight or otherwise.
- The warranty does not cover; misused products, products which malfunction as a result of improper installation, abuse, abnormal stress or strain, neglect of any kind in respect to the product, fair wear and tear, or where the finish deteriorated as a result of the use of acids or harmful chemical solutions etc... Personal injury, property damage or economic loss is not covered by SB/A terms and conditions or product warranties.
- Costs incurred for removal/replacements of the product are not covered under SB/A terms and conditions or the product warranty conditions.

Finish Warranties

- Superior Finish, (PVD) is warranted for fifty years against discolouring and tarnishing provided the product is maintained and cleaned regularly with a soft, non-corrosive water based solvent to remove grit and dirt build up that naturally occurs. The PVD finish is not warranted for modified handles or around the edging of cylinder hole punches where the base material becomes exposed.
- Phoretic Lacquer coating on our door furniture is warranted for 5 years, Wax polished such as Mr. Sheen (TM) must be used to protect lacquer every 3 months or more frequent depending on environment i.e. Seaside, polluted area etc.
- Stainless Steel Care and maintenance instructions can be downloaded from www.austyle.com.au
- Standard lacquering carries no warranty on the finish.
- Plated and/or lacquered finishes (CP / SC / PB / ATQ / Iron / Black) is classified as a soft finish and may deteriorate under certain environmental conditions. This is not a product fault but rather a natural deterioration process that requires maintenance and as such is excluded from warranty.
- The warranty does not cover; misused products, products which malfunction as a result of improper installation, abuse, abnormal stress or strain, neglect of any kind in respect to the product, fair wear and tear, or where the finish deteriorated as a result of the use of acids or harmful chemical solutions etc...

Product Design & Specifications

- In an effort to maintain our innovative strength and quality standards SB/A reserves the right to alter dimensions, construction, material, design and performance of its products. All measurements whether printed on packaging, boxes, fitting instructions, brochures etc. must be physically checked on the product before proceeding with the installation and cutting or drilling, to confirm correct measurements. SB/A will not be responsible for any liabilities incurred.

Patents, Copyright & Designs

- Many products in the SB/A range are exclusive and protected by mechanical patents and world wide design registration including protection within Australia. Any infringements of SB/A or its associated brands or company's intellectual property rights or design registrations or copying or replications of materials (as above) will be prosecuted, and compensation will be sought to the fullest extent of the law.
- Furthermore, catalogues, brochures, images, leaflets, advertising materials, web site, DVD's/CD's or any other SB/A or its associated brands or company's products or materials are not to be replicated or reproduced in any form or by any means, either in part or in full, without the written permission of SB/A directors prior to reproduction.

The customer acknowledges and agrees to all the above terms and conditions when placing orders and upon acceptance of the goods and receipt of invoice.



Service Supply & Support Since 1982