



# RUBY STAR TRADERS

## TRADING TERMS & GENERAL INFORMATION

### Trading Terms

Our trading terms for all customers are as follows:

1. The minimum opening order is \$500 + GST. Repeat orders are \$200 + GST.
2. To set up an account, your full business details must be provided to your salesperson and entered into their iPad ordering system, or provided when registering online on our website. A **Credit Application Form** should also ideally be completed when you place your first order.
3. In most instances, **we are no longer issuing proformas**. Most orders, including new accounts, will be sent out on an **automatic 30 day account** - ie, payment is due 30 days after the date of invoice.
4. **Exceptions to the above:** Upfront payment will be required from brand new businesses or brand new owners of an existing business; from Interior Designers, and; in circumstances where we believe it to be appropriate.
5. If payments are consistently late, RST may revert your account to proforma, or close your account altogether.

### Freight / Shipping

1. Freight is applied to **all orders**, and also to any **backorders over \$200**.
2. If a small number of items from a complete 'story' are unable to be sent with your main order, your backorder will be sent freight-free (eg, 2-4 styles of decorations from a large Christmas order).
3. All orders under the minimum order value of \$200 will **also** be charged a handling fee of \$15 + GST.
4. Freight is calculated using a combination of volume and weight, and usually does not exceed 10% of order value.
5. **Furniture orders** and very bulky / fragile items are sent with specialist furniture carriers. Freight is charged by cubic metre or part thereof, at the rates set by our carriers. We can provide a freight cost once we know all items ordered & your delivery address. Extra charges apply for home deliveries, or difficult access.
6. If you wish to nominate your own carrier, please let us know when placing your order.

### Returns / Credits

1. Our products are hand made by artisans. Small variations in colour, design, size and finish may occur. Such variations are an integral part of hand-made products, and are not eligible for credit claims.
2. If you have a claim for damaged / faulty or incorrectly supplied goods, you must advise Ruby Star Traders **in writing, within 7 days** of receipt.
3. Claims must include the **invoice no, item code, item description, quantity, photograph, and reason**.
4. RST will advise whether the goods are to be held for collection by a sales representative, returned to RST Head Office, or disposed of. **Please do not take any action until advised by Ruby Star Traders.**
5. If goods are to be returned, a credit will not be processed until the goods have been physically received.
6. There is no return for change of mind, or 'didn't remember ordering' etc
7. Any goods returned for reasons other than faulty / incorrectly supplied, or returned without authorisation will attract a **15% restocking fee** (calculated at 15% of the total value of the original invoice, including freight & GST)

### Statements & Payment Terms

1. Please note that payment terms are 30 days from **date of invoice**, not from end of month.
2. Statements are sent **via email** on the first business day of the month. Statements are not posted.
3. Payment of your account is accepted by **Visa, MasterCard, Cheque, or Direct Deposit:**

**Bank: ANZ**

**BSB: 012003**

**Account no: 440 683 458**

### Who to Contact for What?

- **To check on the status of your order:** please contact head office on (02) 9518-7899.
- **To pay your account:** please contact head office on (02) 9518-7899.
- **To make a credit claim:** please contact head office on: [Stephen@rubystar.com](mailto:Stephen@rubystar.com) or fax (02) 9518-7099
- **To enquire about a product or place an order:** please contact your state sales representative.