

## Terms and Conditions

### DOCUSOFT TERMS AND CONDITIONS

The terms and conditions of Supply via the DocuSoft Online Store are as follows:

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#### 1. OWNERSHIP AND OPERATION OF THIS SITE

This website is owned and operated by SARAHRI HOUSE INVESTMENT COMPANY PTY LTD T/As DOCUSOFT SOLUTIONS (ABN 51 101 848 195) hereafter The Company.

#### 2. PAYMENT & CREDIT CARD SURCHARGES

When the purchaser, hereafter the Customer, does not have a credit account, payment for the goods is to be organized prior to delivery.

When the Customer has a credit account with the Company, all accounts are to be settled in full 7 days from the date of the invoice. Should there be any invoices under dispute, then all remaining outstanding balances are to be paid within 7 days from the date of invoice.

Credit card surcharges apply American Express 2%, Visa and Mastercard 1.5%. Late payment incur a 1.60% of invoice amount and this charge is accumulated monthly from payment due date.

Should payment remain outstanding beyond the Company's payment terms the Customer is liable for all costs including Late Payment Surcharge and legal costs (on a Solicitor/own client basis) and mercantile agents fees incurred by the Company in recovering the amount outstanding.

The customer will be responsible for payment for all goods supplied against their company order or for any order placed by any person in their employ or any agent acting on their behalf.

#### 3. PRICES

Whilst the Company endeavors to keep its prices constant, prices may change without prior notice due to changes in exchange rates, duty rates and other taxes, wages or supplier prices or any other factor beyond our control.

The Company reserves the right to impose a minimum order value which can be placed on any credit account.

The Company also reserves the right to impose a surcharge for any goods that are sold as a non-standard pack size.

#### 4. TAXES

All prices are subject to any federal, state or other taxes in force at the time of dispute.

#### 5. RETENTION OF TITLE

The risk for the goods passes to the Customer on delivery, however title to the goods shall remain with the Company until payment is received in full. The Customer agrees that at any time the Company has the right to reclaim possession of the goods in the event that full payment is not received.

#### 6. DELIVERY

The Company endeavours to ship all goods promptly on receipt of an order, but may make partial deliveries of any order received. Any delivery dates quoted are estimates and the Company is not liable for any costs, losses or damage arising whether directly or indirectly from non or late delivery of any goods ordered.

#### 7. EXCHANGE OR RETURN OF GOODS

Return of goods will not be accepted unless the Company has issued a Return Authorisation Number. Where goods have been incorrectly supplied, are faulty or have been damaged in transit, the Customer undertakes to notify the Company within 5 days of receipt and claims will not be accepted after this time. If however the client is at fault, a 15% re-stocking fee on goods returned will be applied. Goods must be in original packaging and condition. The Company may at its option issue a credit for the goods or exchange them. The Company is not responsible for any other costs, losses or damage arising whether directly or indirectly.

#### 8. CHANGE IN OWNERSHIP

The Customer agrees to notify the Company in writing of any changes of ownership of the Customer within 7 days from the date of such change and indemnifies the Company against any loss or damage incurred by it as a result of the Customers failure to notify the Company of any change.

#### 9. USE OF THIS SERVICE

The Customer agrees to keep account and password information confidential and agrees to accept responsibility for all activities that occur under the Customer's account or password. The Customer agrees to send all requests for cancellation of login details, for any reason, to [sales@docusoft.com.au](mailto:sales@docusoft.com.au)

#### 10. PRODUCT DESCRIPTIONS

The Company takes all care to ensure the listed product descriptions are as accurate as possible but in the event of an inaccurate or incomplete description takes no responsibility for any losses or damages arising from such errors. The Customer may however return the item for a full refund in accordance with the Exchange or Return of Goods policy above.

11. STOCK LEVELS

The Company takes all care to insure that adequate stock levels are maintained to fulfill the requirements of our customers. If however goods ordered are not available at time of order the Delivery policy set out in Point 6 above applies.

12. CANCELLATION OF ACCOUNTS/ORDERS

The Company reserves the right to refuse service, terminate accounts or cancel orders at its sole discretion.

13. GOVERNING LAW

The Customer agrees that any and all use of this service is governed by the terms and conditions here-in and the laws of Australia and the state of New South Wales.

14. COPYRIGHT AND TRADEMARKS

The information on this site is protected by the copyright and trademark laws of Australia and other countries through international law and treaties. The Customer agrees to abide by these laws and treaties. No copyrighted or trademarked material on this site may be used or reproduced without prior written consent of the Company or the 3rd party copyright or trademark owners.

15. REVISION TO THE TERMS AND CONDITIONS

The Company reserves the right to revise or amend these Terms and Conditions at its sole discretion and will post any such revisions or amendments to this webpage.

16. PRIVACY POLICY

See separate Privacy Policy.