

# BOXSMART

## Competitive Pricing Policy + Trading Terms & Conditions

Boxsmart are the acknowledged industry leading independent moving supplies rental company and are committed to sustainable business practices, service excellence and customer satisfaction. This commitment is reflected in our competitive pricing policies.

1. Our prices will be competitive with recognised\* competitive suppliers in each product category.
2. Boxsmart undertakes to provide knowledgeable service, competitive prices and good value for our customers across our wide selection of products and packing consumables.

\* A recognised Boxsmart Carton Rental competitor is:

- A box hire company, packaging supplies retailer of storage facility that provides term rental, carton delivery and collection services anywhere in Australia where boxsmart extend their customer services.
  - Meets the same service requirement standards as Boxsmart, including but not restricted to gift with purchase, delivery, flexible rental periods, variable payment options (including acceptance of major credit cards), call centre and packing assistance and carton collection.
3. Boxsmart will match or better any recognised competitor's written offer on identical and comparable merchandise when:
    - The competitive offer is not below our cost price
    - The competitor has the offered merchandise in stock, plus its availability for delivery and price can be verified.

Promotional discounts, coupon and published special offers can not be used in conjunction with a Boxsmart competitive pricing offer.

We are constantly working to improve our services, therefore these terms and conditions are subject to regular modification. We advise that you confirm aspects that could affect you when enquiring and before placing your order.

1. Product specifications may vary, supply is subject to availability and we may provide practical substitutes without prior notice.
2. Our delivery and collection area extends across most suburbs in Sydney, The NSW Central Coast, Wollongong, Newcastle and the Hunter and the Blue Mountains, no guarantee can be made that delivery or pick-up will occur at a particular time or on any specific day.
3. No guarantee is made that the products supplied are suitable for the customer's specific purpose and no refunds are offered. No liability is accepted for loss or damage incurred as a direct or indirect result of the use, delivery, storage, collection, supply or non supply of any Boxsmart product or service.
4. Cash or Cheque on Delivery (COD) orders will not be left without full payment (rental, deposit and any courier charges).
5. Our published price list is subject to variation (see our competitive pricing policy), product purchase prices, rental fees and deposit sums should be confirmed when ordering. Written quotations are valid for thirty (30) days.
6. Orders (other than ValuePacks) with a rental value less than one hundred dollars (\$100.00) are subject to a small delivery and retrieval fee.
7. Customer order changes or cancellations must be received and acknowledged no less than two working days prior to the effected delivery, alterations including cancellations after this time may not be able to be effected or will attract a \$28.00 order alteration/cancellations fee. Order cancellation after delivery will cost \$44.00
8. Reasonable access to a secure and sheltered delivery/pick up location is required to ensure the safe delivery and collection of our products.

9. Any special delivery/collection circumstances (i.e. security or restricted access) should be advised when placing order. Boxsmart will not be liable for any failure to deliver or pick up arising from any cause whatsoever.
10. The hire charge covers up to a standard 2-month (60 days) rental period, calculated from each order's date of delivery, then extended rental charges apply.
11. Overdue returns will attract an extended rental charge of 50% of the initial deposit cost for each month (or part thereof) following our standard rental period, unless otherwise arranged at time of purchase. Extended rental charges will be deducted from your deposit.
12. Additional strapping and buckles are available upon request to secure cartons and moving aids prior to return. A small delivery charge may be made to cover postage.
13. Pickups requested after three months or more may be subject to a collection fee.
14. Clean, dry and undamaged cartons are inspected, and reused whenever possible please ensure you maintain them as best you can for their next user.
15. Packaging tape is to be used to assemble and seal all cartons, affixing inappropriate tape (i.e. Masking, Electrical, Gaffer tape etc.) will result in a deposit forfeit on all effected cartons.
16. Hirer must return undamaged, clean and dry cartons to their flat state and bound together securely with any moving aids prior to arranging collection. Bundle Book boxes in lots of 25 and Tea-chests in 30's. Unsecured product cannot be collected and cartons damaged in transit as a result of inappropriate binding will have their deposit forfeited.
17. All packages must be clearly and correctly addressed to BOX\$MART details will be supplied with your order.
18. It is the responsibility of the hirer to contact Boxsmart and arrange/confirm collections. Collection date estimates provided when ordering must be confirmed and acknowledged prior to pick up.
19. Failure to adequately pre-prepare materials for collection and return will result in a repeat collection charge, a waiting fee and/or loss of deposit.
20. The hirer accepts sole responsibility for any unsupervised cartons or equipment delivery and/or product left unattended whilst awaiting collection.
21. BOX\$MART can not pick up any carton and equipment supplied by a third party without prior notice. Collection/disposal fees may apply for 3<sup>rd</sup> party product.
22. Return (multiple) or split deliveries and/or collections will incur a small courier charges
23. Repayment of deposits will be made via cheque or credit card refund payable to the individual or company who placed and paid for the original order.
24. All consumable items are sold, no deposit is charged. Cartons can also be purchased outright
25. Repayment of deposits will be made subject to the quantity and condition of returned cartons and equipment. The decision of our returned product inspectors is final; no correspondence will be entered into.
26. Notification of any changes to either the delivery or the collection details given at the time of order must be received and acknowledged no less than two working days prior to the effected delivery and/or collection.
27. A carton's deposit is forfeited if during the hire period a carton is cut, ripped, punctured, dampened, written on or marked. Stripping the cardboard's surface by removing labels or tape will also result in a deposit forfeit.