

KXN Terms & Conditions

Placement of an order with IMO (“us”) constitutes confirmation by the Customer (“you”) to purchase goods from us and to be bound by the Terms and Conditions of sale as set out below. Please ensure you have read, understood and agree to these Terms and Conditions.

General

IMO shall be entitled to rely on the accuracy of any plans, specifications and other information provided by you. You acknowledge and agree that you are responsible for obtaining any necessary permits, licences, consents or approvals (including any building consents) in accordance with all applicable laws and industry standards.

Modifications, Delays & Cancellations

Your request to cancel or amend an order must be received within 5 days of order placement.

There is a provision for minor changes to the Detail Design as a result of the Sign Off process. However, this may increase the lead time if further CAD modelling is required. Once the design has been Signed Off we then proceed to create Drawings for Manufacture. Prices are subject to change if amendments to the specifications, quantities, or any changes to the site that impact on the Detail Design as per Sign Off drawings are made. We will advise new timeframes if this occurs.

Due to the nature of the construction process and the involvement of various Contractors and Sub-Contractors, delays with the completion date of your renovation or new build may occur. Should delivery be delayed as a result of this, the Progress Payment invoice will still be issued according to the *original delivery date* as specified on your Order Confirmation.

Payment Terms

We require a 40% deposit to proceed with Detail Design on all orders. We will supply an invoice for each of the payments below.

40% Deposit	To proceed with Detail Design & Production	Due within 7 Days
40% Progress Payment	To proceed with Installation	Due within 7 Days
20% Final Payment	Invoiced on completion of Installation	Due within 7 Days

Should delivery be delayed at your request 3 weeks or more beyond the original delivery date as specified on your Order Confirmation it is our practise to issue an invoice for a further 10% progress payment and place your goods in storage.

We will discuss with you if any Storage charges will apply if the delay is more than 2 months.

10% Progress Payment	Invoiced 1 week prior to the Order Confirmation Delivery Estimate	Due within 7 Days
10% Final Payment	Invoiced on completion of Installation	Due within 7 Days

Our GST number (087-181-979) is located at the bottom of all invoices and order confirmations. We prefer payment by Direct Credit to our bank account. Our bank account details are: IMO Group Ltd, 38-9005-0098810-00. Please use our invoice number as the reference. We also accept payment by Visa or Master Card. If paying by Credit Card we charge 1.5% of the sale for transactions over \$1000 + GST.

Please note Installation will not commence until the Progress Payment has been paid.

Payment of the final balance is required in full within 7 days of the date of the invoice. Failure to pay on time may result in action to recover any debts and/or Goods which have not been paid for in full. Any expenses, costs or disbursements incurred by IMO in recovering any outstanding monies including debt collection agency fees or solicitor's costs shall be paid by you.

Risk of any loss, damage or deterioration of or to the Goods passes to you on completion of Installation. Title to the Goods shall not pass to you until IMO has received payment in full.

We require a 40% deposit to proceed with Detail Design on all orders. We will supply an invoice for each of the payments below.

Post Installation Modifications

Damage caused by independent tradespersons, maintenance or repair contractors is not covered in your Warranty.

If for any reason your KXN requires alteration or modification, including the removal of any malfunctioning integrated appliances that have not been supplied by us, please contact us immediately to consult a KXN specialist for advice on next steps.

