

# Terms & Conditions Of Sale

**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.**

## General

IMO shall be entitled to rely on the accuracy of any plans, specifications, dimensions 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.

## Cancellations & Modifications

Your request to cancel an order must be received within 5 days of order placement. If you cancel an order after this time, you may incur a cancellation charge to recover any lost time.

Orders can be amended within 5 days of order placement. Prices are subject to change if amendments to the specifications, quantities or delivery requirements are made. We expect that you will supply information regarding anything that may affect your order as soon as it is available to you.

## Delivery Date

Your delivery date is based on current and anticipated factory capacity. However we would like to make you aware that the process of manufacturing furniture to order is variable and at times comes with unexpected delays. We will make every endeavour to deliver your order in full on or before the date stated in the attached Order Confirmation and will keep you informed if any changes arise.

IMO will be responsible for ensuring that your order has reasonable insurance to cover against loss or damage during delivery. Please make sure your site contact is aware to note any damage that may have occurred during Transport on the Carriers Packing Slip at time of receipt, then notify us immediately.

## Deposit & Payment

We require a 50% deposit to proceed with production on your order. An invoice for the deposit amount will be supplied when the order is confirmed and payment is required within 7 days of the date of the invoice.

Payment of the balance is required in full prior to dispatch from IMO. Failure to pay on time will result in immediate withdrawal of any delivery of ordered Goods and immediate action will be taken to recover any debts and/or Goods which have not been paid for in full.

Should delivery be delayed at your request 7 days or more beyond the original delivery date as specified on your Order Confirmation, we will proceed with Assembly as scheduled, store your goods accordingly and issue an invoice for the balance of the order less Delivery and Installation. We will discuss with you if any storage charges apply.

Our GST number (87-181-979) 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 order number as the reference. We also accept payment by Visa or Master Card. Please note if paying by Credit Card, applicable Surcharges will apply.

For international payments, the Kiwibank Swift Code if required is CITINZ2X

Please use our order number as the reference for any payments.

## Site Conditions

A site that is safe, tidy and suitably prepared for our Installation will ensure our Team remain safe, that we achieve installation in the time we have allocated, and the Product is installed as per specifications on the Sign Off drawings.

Muddy areas, unstable surfaces, excessive riser height, changes in floor levels, unsecured objects and waste on floors in the working area are all potential hazards. The site must be in a suitable condition for Delivery and Installation as far as reasonably practicable, to eliminate any health and safety hazards, delays and / or risk of damage to product.

We will carry out our own risk assessment of the site to identify any hazards. If control measures cannot be put in place to reduce the level of risk, we reserve the right to re-schedule the delivery and installation for the next available time and invoice for any costs associated with labour, materials and / or travel.

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The Delivery and Installation of your Product has been costed on the premise that works will have been completed in accordance with any Sign Off drawings we provide, your site will be in a suitable condition on our arrival and remain so for the duration of our Installation. If any issues arise on site that impact the time we have allocated, we reserve the right to invoice for any additional costs associated with labour, and / or travel.

## Contact Us

Please contact your Project Manager if you have any questions regarding the attached Order Confirmation or any other concerns you may have during the process of manufacturing your furniture.

If you have more than one order, please have our order number handy so we can process your queries quickly.

Telephone	+64 9 373 4081
Email	info@imo.co.nz
Postal Address	PO Box 99195, Newmarket, Auckland 1149, New Zealand
Office Address	30 Kenwyn Street, Parnell, Auckland 1052, New Zealand
Office Hours	Monday to Friday from 9am to 5pm
GST Number	087 - 181 - 979
Bank Account	38 - 9005 - 0098810 - 00, IMO Group Ltd
Swift Code	CITINZ2X (for Kiwibank)

**Thank you for choosing an IMO product, we appreciate your support.**

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