



TERMS AND CONDITIONS OF SALE

We accept that Users and Purchasers of this Website have read and agree to be bound by the following terms and conditions:

General

This website and all of the contents are owned by GENERAL PIZZA PTY LD ABN 88 621 986 276. The use of this site is governed by the following terms and conditions, as amended from time to time (the "Terms and Conditions"). By using this website for quotes, purchases or as a reference you agree to be bound by the Terms and Conditions listed.

Quotations

All Quotes are an Obligation Free Service and valid for a period of 30 days or until stocks last from the date of issue, unless otherwise agreed in writing Pricing details, delivery estimates and other financial information offered is current at time of display only. Prices are subject to change without notice.

Acceptance of Sale

Placing an official sales order for a purchase with implies that you as purchaser agree to all our terms and conditions of sales as listed. If you have any queries regarding these terms and conditions, please contact us BEFORE ordering goods.

GST

All prices quoted and listed on the website GST.

Trade Accounts

As a matter of policy, we DO NOT OFFER any Credit Accounts. This practice protects all of our clients to ensure that general supply is not impacted by individual payment delays or defaults.

Stock Availability

Some items may not be in stock at the time of placing an order. If this is the case, one of our sales consultants will contact the purchaser within hours to advise estimated dispatch dates. All items that are in stock will be shipped within , with delivery time on Shipping Provider. Any items not normally stocked by will be identified in their descriptions as "", and will result in longer delivery times as they will only be ordered when requested

Methods of Payment

accepts payments made using the . Other payment methods may be accepted after consultation with No goods will be supplied until all monies are paid and cleared in full.

Equipment Deliveries

All equipment deliveries are made to kerbside (or loading dock if available) of client's address and the purchaser acknowledges that if required it is their responsibility to provide labour and equipment to unload and position the goods onsite at the purchasers expense. Purchase price does not include any onsite unpacking, placement or positioning of equipment or connection to services or removal of rubbish and packaging etc.

Delivery Terms

The customer is to pay any electrical and plumbing connections and the cost of any necessary alterations to their premises necessary to make use of any items purchased from

will complete the delivery on or about the date agreed upon in writing, subject to a delays arising from shipping, non-availability of the ordered equipment, strikes, lockouts, accidents, fires, wars, acts of God, non-delivery of material or parts by suppliers or any other reason or cause whatsoever beyond our control. NO such delay shall excuse or justify a client's refusal to accept delivery of the equipment or give rise to any claims resulting from a delayed delivery.

On Delivery

PLEASE INSPECT GOODS ON DELIVERY. Check all items before signing for them. Please sign as 'RECEIVED DAMAGED' if the goods are obviously damaged in transit. If equipment is damaged please indicate and write this on the courier's delivery documents PRIOR to signing for products and contact our office immediately are not common carriers.

Terms of Delivery

All deliveries organized by on behalf of the customer are to kerbside or street level only, unless previously arranged with If is not previously told of any stairs or other access issues preventing a smooth delivery, the transport carrier has right of refusal for delivery upon arrival, as they will not be sufficiently equipped to deliver to site. This is the responsibility of the purchaser to correctly notify of all delivery access information prior to delivery. If this is the case and further changes are incurred as a result, the customer will be liable to pay all and any extra delivery charges. Extra Costs may also be incurred from unforeseen tight or restricted access areas where extra equipment and labour may be required to complete the delivery.

Delivery Dates

Delivery is generally completed within 7 days. Any delivery dates supplied on invoices are approximate only. will to deliver goods as soon as possible or within the agreed , without accepting responsibility for any delays or costs arising from delays.

Disclaimer

Despite making every effort to ensure correct pricing and details contained within the General Pizza website and related marketing are correct, inadvertent errors do occur from time to time. In such cases General Pizza will endeavor to fulfill these orders with the correct goods at the listed prices while still reserving the right to decline orders arising from such errors.

General Pizza aims to provide accurate information on this website, without providing any warranty to that effect. In particular, please note that NO responsibility is accepted for the content or materials viewable from this site which are not provided or maintained by us. This Disclaimer is not intended to affect your statutory rights

All electrical products supplied by General Pizza are backed by genuine manufacturer service warranties. Details will be included with your product. If your product is faulty within the warranty period please contact the manufacturer's customer care line as provided with your product instructions.

Warranty Cont'd

General Pizza will pass on to the purchaser all applicable warranties given by the manufacturer in relation to a particular item. Not all warranties are onsite. Smaller items are back-to-base repair warranty with the purchaser to pay for any freight charges. Please read carefully when purchasing items. If there are any further enquiries, please do not hesitate to contact General Pizza either by email enquiries@generalpizza.com.au or via our contact page before purchasing. Warranty DOES NOT COVER ANY PERISHABLE PRODUCTS lost due to the fault of any item sold by General Pizza. If an item is out of warranty, then the customer is liable to pay all repair charges incurred after the date of expiration. Warranty can be voided if customers tamper, alter or have another third party repair any further faults that may occur during the period of warranty without prior written approval from the manufacturer. If this is the case, the customer will be fully responsible for the item once the warranty is voided. Non-electrical goods are sold without a warranty, other than what is available to you under your statutory rights.

Damaged Goods

Please inspect goods on delivery. If the goods are damaged please write this on the delivery documents prior to signing for delivery and contact General Pizza immediately email enquiries@generalpizza.com.au Advise your contact name, address, phone number, our tax invoice number and details of what is wrong with the item. Any delivery dockets or consignment notes must be kept and a copy submitted to General Pizza for claims against the transport company. It may be necessary to forward photographs of the damaged goods via email, phone or post in order to assess the extent of the damage.

Online pricing

Item prices advertised by General Pizza DO NOT include delivery. All delivery charges are calculated on your total order and are added to your order in the checkout prior to paying.

Health & Food Regulations

Although all products sold through General Pizza are intended to meet Australian health and food safety regulations, the changing nature of these regulations may result in some products not complying. It is therefore the purchaser's sole responsibility to ensure that any products purchased from General Pizza Pty Ltd will be used in a manner that conforms with current requirements as regulated by the appropriate body in the appropriate state.

Cancellations

Orders may be cancelled under the following conditions:

That the cancellation is received before any goods that are specially ordered have been dispatched to General Pizza Pty Ltd. Else, the purchaser will be responsible to take delivery for the goods. If the purchaser should refuse to accept these goods, any deposits or monies paid will be forfeited and the balance of the full amount still payable, as there is no return on custom made goods.

Cancellation cannot occur on the day that goods are sent or already collected by the carrier. This will not be accepted as sufficient cancellation notice and the purchaser will be liable to take the goods.

19. Return of Goods

Returns can only be accepted when processed through the online system. If you need to return an item, simply login to your account, view the order using the "ORDER" link under the Account menu and click the REPORT AND ISSUE button.

IF THE RETURN IS A RESULT OF RECEIVING A FAULTY OR INCORRECT PRODUCT:

Electrical Products: All electrical products are covered by a manufacturer's warranty. If you have a faulty electrical appliance, please contact the manufacturer's care line to complete a warranty claim. Returns of electrical products will only be accepted if you have been sent a product that does not match the description given at the time you purchased the item as per your legislated consumer rights.

All Other Products: Complete the returns process through your online account. A staff member from General Pizza will contact you within 48 hours to confirm collection of the goods. This will be paid for by General Pizza should the items be faulty. Where possible, the faulty or incorrect goods will be replaced, usually shipping within 48 hours of receiving the returns. If shipping is delayed, you will be notified in writing of an estimated delivery date. If Replacement is not possible, a refund of full purchase price will be issued. As shipping costs are calculated on complete orders, you will only receive a refund on the shipping if the returned item was the only product being purchased in that consignment.

IF THE RETURN IS FOR ANY OTHER REASON:

You may return most new, unopened items within 7 days of delivery. This excludes "3rd party Supplied" items, which cannot be returned. Goods will only be accepted if returned in original condition with packaging, warranty cards and instruction manuals. If the item has been used in any way it will not be accepted and no credit will be issued. The purchaser will be responsible for return shipping costs. A 20% restocking fee applies and will be deducted from the original purchase price of the goods. No refund will be offered on the original shipping charges. Simply complete the returns process through your online account and organise return of the goods to us. Please note that we cannot be responsible for goods lost in transit back to us. You may wish to secure your shipment with registration.

You should expect to receive your refund within 4 weeks of returning your goods, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).

General

Due to continual improvement to products and equipment sold on this website the supplying manufacturers reserve the right to change specifications, sizes, and colours etc without prior warning.

Commissioning and Instruction on Use

All appliances and products come with instructions. It is the purchaser's responsibility to become familiar with these details. Some appliance operations are simple, others require a more detailed explanation, especially if the purchaser has not used the appliance type before.

Disclaimer

Illustrations, sizes and colours on the website are for purchasing guidelines only. Manufacturing changes can result in variations to illustrations. All measurements and capacities are approximate and can vary due to manufacturing changes. The depiction of colours is as accurate as reproduction allows. Delivery of the illustrated merchandise is subject to availability and General Pizza cannot be held responsible for delays. Any merchandise on this website is for general information to purchase items and whilst all care has been taken, information in this website is not to be taken as a substitute for specific advice. We accept no responsibility for any person who acts on the contents of this website.

Intellectual Property and Restrictions On the Use of the Website Content The content on www.generalpizza.com.au is owned by General Pizza and is subject to copyright under Australian Law, with all rights reserved. You cannot and must not copy, adapt, transfer, distribute or store any of the contents of this website including but not limited to any text or pictures or incorporate any part of the website into another website without General Pizzas' express written consent. This website also includes registered and unregistered trademarks. All trademarks displayed on the website are trademarks of their respective owners. Your access to or use of this website does not constitute or create a licence or any other right to use the names, trademarks, copyrights or any other intellectual property of General Pizza or any other party contained on this website.