

Working With



Company Details:

CMI Accessories Pty Ltd. **ACN: 068 172 181** **ABN: 12 497 511 696**

Address: Unit 13, 15 John Duncan Crt, Varsity Lakes, QLD 4227

Postal Address: P.O. Box 2114, Burleigh BC. QLD 4220

Accounts Enquiries: 07 5520 5700

Toll Free Customer Service & Sales Phone Number: 1300 85 20 28

Customer Service & Sales Fax: 07 5520 5711

Toll Free Customer Service & Sales Fax Number: 1300 85 20 29

Website: www.cmiaccessories.com.au

Sales E-mail: sales@cmiaccessories.com.au

Enquiries E-mail: enquiries@cmiaccessories.com.au

Accounts Enquiries E-mail: admin@cmiaccessories.com.au

Return Authority (RA) Request E-mail: ra@cmiaccessories.com.au

Contacts:

Director: Enzo Carrara enzo@cmiaccessories.com.au

National Sales Manager:

David Sulkin (NSW / ACT) 0499 113 350 david.sulkin@cmiaccessories.com.au

Business Development Managers:

Mathew Roberts (VIC / TAS) 0448 113 350 mathew.roberts@cmiaccessories.com.au

Amber Smith (QLD / NT) 0414 398 505 amber.smith@cmiaccessories.com.au

Ian Barry (SA / WA) 0499 116 299 ian.barry@cmiaccessories.com.au

Office / Other Enquiries Please Call: 07 5520 5700 or 1300 85 20 28 or email sales@cmiaccessories.com.au

Trading Hours:

Monday to Friday 8.30am til 5.00pm (QLD Local Time)

Closed All QLD & Major General Public Holidays

Payment Details:

Direct Deposit or EFT. Pay into National Australia Bank: **BSB: 084-572 A/C: 55312 2673**

Please Make Any Cheques Payable To: **CMI Accessories**

Credit Cards Accepted: Visa / Master Card / American Express (No Surcharge Applies to Amex)

Placing Orders:

Our e-mail address for placing orders is sales@cmiaccessories.com.au .

If you require supply confirmation for any products ordered please call us on 1300 85 20 28.

Order cut-off times for Next Day delivery are:

Monday to Friday: 3.00pm QLD Local Time (Next Day delivery where applicable).

Freight:

Freight Charges:

All Orders:	Freight Charged:
Under \$100.00ex	\$10.00
Over \$100.00ex	Freight Free
Genuine Products	Freight Charges Apply

Freight charges are based on Total Order value; not on product availability / products shipped.

We use premium Next Day Delivery (Overnight) service with StarTrack and when applicable Fastway Couriers.

Please Note: Certain circumstances beyond our control may extend delivery times.

Damaged Freight:

Do **NOT** Accept your parcel if your parcel is:

- Ripped / Opened (tampered)
- Broken
- Wet
- Crushed

Please call us immediately if you reject your damaged parcel.

Acceptance of any damaged parcels is your responsibility!

Back Orders:

Any product (s) on Back Order will be automatically filled once product becomes available.

It is the stores responsibility to cancel any products on Back Order.

No freight charges charged for Back Orders (some exclusions apply).

Accounts & Statements:

Standard Trading Terms: 30 Days From End Of Month (to approved applicants)

Once approved your Account is set up with a **Customer Reference Number (CRN)**.

Please use your CRN for ALL payments via Direct Deposit (EFT).

If your nominated Monthly Credit Limit has been reached – no further stock will be sent until payment is made.

By completing and signing the Credit Account Application form, you adhere to ALL Terms & Conditions outlined by CMI Accessories

Statements:

Statements are emailed out on the 1st of every month (or next working day).

Reading Your Statement:

This Amount Is For The Current Month.
Payment Is Not Required Until Next Month!

This Amount Is Due By The Date Shown.

CURRENT	\$4,379.03	This Months Invoices
Nov	\$9,916.37	This Amount Is Due By 31/12/2016
Oct		This Amount Was Due 30/11/2016
Pre-Oct		Amount Overdue
\$14,295.40		TOTAL BALANCE

Your **Customer Reference Number (CRN)**
Is The **ONLY** Reference You Should Use
For Payments Via Direct Deposit (EFT)

Please Do Not Use Your Company Name
For Payment Reference.

Customer Reference Number:

Please Use Your Allocated
Customer Reference Number
Above As Your Payment
Reference.

Direct Deposit Into NAB
BSB - 084-572
A/C - 55312 2673.

Please Note: All payments made with AMEX will incur a 3% Surcharge

If Payment Of Outstanding Amounts Have Been Made - Please Advise

Please Note: Administration & Late Fees Will Be Incurred If Payment Is Not Made By Due Date

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Australia 4227

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E. admin@cmiaccessories.com.au

P. 1300 85 20 28
F. 1300 85 20 29
W. www.cmiaccessories.com.au

If There Is An Amount In These Fields:
Payment Is Overdue!

Payment Is Required Immediately!

Our Account Details When Making
Payment By Direct Deposit (EFT)

Late Fees & Charges:

All Credit Accounts held with CMI Accessories may incur Late Fees & Charges should the account be in arrears.

Late Fees, Charges & Stop Credits are applicable on or after the 7th of every month (or next working day) if payment has not been made.

\$15.00 Administration Fee Plus 3% of Late Outstanding Balance

Please Note: All Approved Credit Accounts MUST Comply With ALL Terms & Conditions Outlined By CMI Accessories.

Warranties:

This Limited Warranty is issued to the first consumer purchaser of CMI Branded Products that the Warrantied products purchased for use are to be free from defects in materials and workmanship under normal consumer use for the periods outlined below.

“Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.”

Warranty Period

Home Chargers & Car Chargers (ACU & DCU Range):

* 24 Months from the date of purchase (by the first consumer purchaser of the product).

Other CMI Branded Products:

* 12 Months from the date of purchase (by the first consumer purchaser of the product).

Non CMI Branded Products (Genuine):

* Genuine products are covered by a Warranty period where stated by the manufacturer (on Original Packaging).

For more information on warranty periods for Genuine products please refer to the manufactures website.

Warranty Coverage Exclusions

Normal Wear & Tear:

Any products subject to limited life or are considered consumable products (eg. Batteries, Screen Protectors, Decorative Covers and other Accessories) are subject to Warranty Cover Exclusion due to Normal Wear & Tear.

Defects or Damage that Result from Misuse or Abuse:

* Improper operation, storage, misuse or abuse, accident or neglect, including but not limited to physical damage (tears, scratches, scuffs, etc.) to the product

* Contact with any forms of liquid or extreme heat (> 50° Celsius)

* Alterations or modification to products in any way are excluded from Warranty Coverage.

Warranty Claim Procedure

Should you believe your product is faulty; you are required to return the product to the store of purchase with your proof of purchase receipt for assessment. Should the product be deemed to be faulty under the terms of this Limited Warranty, CMI will, at its discretion, repair or replace any Products that do not conform to this warranty. This shall be the consumer's sole remedy.

Should you decide to return the faulty product directly to CMI you will be liable for all costs associated with the shipping of the Product. CMI will not accept any returns without prior notice or appropriate notification.

The consumer acknowledges and agrees to all terms stated within this Limited Warranty.

Return Authority:

[Please refer to Return Authority Request Form & Return Authority Procedure in PDF Forms on our website.](#)

Any product(s) that is to be returned must have a Return Authority (RA) Request form completed and approved with RA number prior returning.

If you are ordering replacement stock for a warranty product, you will be invoiced for that product & credited (if applicable) once product is returned as per our Return Authority Request Form.

All original packaging and contents must be returned with product.

Proof of Purchase is required if any products are returned for warranty.

It is the store's responsibility to return faulty product(s) to CMI Accessories and as such CMI Accessories will not accept any responsibility for freight charges nor accept responsibility for damages or losses suffered during the return freighting process.

Replacement products will be freighted to the store at CMI Accessories expense.

Products ordered incorrectly cannot be returned for credit unless pre-approved. Any unauthorised products returned will be sent back to the store at the customer's expense.

All stock purchased is done so by the choice of the store / purchaser.

CMI Accessories Does NOT Accept Old Stock (Expired Shelf Life) Under Any Circumstances!