



Toner on Demand has very competitive freight rates from various logistics companies and unless otherwise notified we will deliver goods via the most economical method available and charge accordingly. Freight costs are calculated as a percentage of the ex GST value of the invoice. Some shipments may be limited to size or carton quantities. These orders will be quoted on a per order basis.

Carrier	Cut-Off Mon-Friday	% of Invoice	or Minimum Charge	Subsidy
Aramex (Fastway) Lime (Road) - available to selected local South East QLD	8:45 am	7.50%	\$10.00	FREE FREIGHT - for orders over \$500** (** excluded special offer and promotion)
Aramex (Fastway) Lime (Road) - available to selected local South East QLD	1:30 pm	7.50%	\$10.00	FREE FREIGHT - for orders over \$500** (** excluded special offer and promotion)
Aramex (Fastway) Red (Road) - available to selected local NSW destinations	1:30 pm	10.00%	\$12.50	FREE FREIGHT - for orders over \$500** (** excluded special offer and promotion)
Startrack Road	2:00 pm	10.00%	\$12.50	FREE FREIGHT - for orders over \$500** (** excluded special offer and promotion)
Air Express Afternoon (via Startrack) All States Australia Wide	2:00 pm	17.50%	\$17.50	EXCLUSIONS MAY APPLY - Too large or heavy shipments and these orders will be quoted on a per order basis.
PO Box Surcharge Startrack - Air Express Only	-	\$10.00 per package		
International Freight	12:30 pm	Quoted on a per order basis		
Pick Up From TOD WAREHOUSE	min 2hrs notice		\$7.50	Packing and handling fee
Receiver Pays Freight			\$7.50	Packing and handling fee
Carded Freight		\$10.00 per package		Please note that if a parcel has to be re-delivered or returned to sender, additional cost may apply and these will be invoiced to you on a separate invoice.
Redelivery		\$15.00 per package		
Order Cancellation			\$5.00	Before it leaves warehouse after processing
Proof Of Delivery	60 days from invoice date		\$5.00	Administration Fee
Credit Card Decline			\$5.00	Administration Fee
Overdue Account	Beyond agreed trading terms	2.5%		Accured monthly until payment made
Unwanted or Incorrectly Ordered Goods	Restocking	60 days from invoice date	10.00%	Initial shipping and subsequent return freight to be paid by customer. All freight subsidised on initial invoice/order will be withdrawn and deducted from credit note.
	Freight		\$15.00	
Faulty Items	12mth from invoice			As per 'Return Authorisation Terms & Conditions'



All orders must be received by the above QLD time to ensure same day despatch. Orders on a pay before despatch arrangement must be paid by the cut-off time to ensure same day despatch. We will still endeavour to provide same day despatch for orders received after these times, however this cannot be guaranteed.

DELIVERY TIMES

Any time quoted for delivery of Goods is an estimate only and Toner On Demand will not be held responsible for any delay occurring whilst goods are in transit. Where it is proven that goods have been short supplied, lost or damaged in Transit, Toner On Demand will replace goods provided that we are notified within 24 hours and approved through our returns department.

DIRECT DELIVERIES TO END-USERS

No extra fees or charges are applied to direct deliveries to end users. Please provide clear details of the receiver (*Name, address, contact person and telephone number*) and ensure that your customer will be available to accept goods between 8am and 5pm on the day of delivery to avoid any redelivery charges (*see fee under freight charges*). All information is treated with utmost confidentiality and you will receive invoice separately.

AUTHORITY TO LEAVE (ATL)

Authority to Leave(ATL) is available upon request and gives the delivery driver the authority to leave the freight without obtaining a signature. Toner on Demand is not liable for any loss or damage to the parcel.

VERBAL ORDERS

We are more than happy to take verbal orders, with the understanding that no future claims can be made for the accuracy or correctness of the product or quantity ordered. To avoid inconsistencies, orders should be placed by email, fax and/or web.

BACK ORDER FREIGHT COSTS

When releasing backorders over \$50.00 a freight subsidy of \$10.00 applies (when shipping by air). Back orders over \$50.00 shipped by road will be freight free. (This only applies to backorders where the original order was part shipped). When multiple backorders are ready to ship to the same destination, only one freight subsidy applies. If split shipping with a subsequent order, then normal freight would apply to the subsequent order.