

Guaranteed lowest published price

We will endeavour to beat lower published prices on stock products where we are able to verify that the published price is made by a genuine competitor, for example through evidence provided to us by you. We are under no obligation to take steps to verify the other offer and we reserve the right not to match the price if it is unreasonable, including in the circumstances set out below.

To be eligible for this guarantee, you must provide evidence of any genuine competitor's advertised price of an identical product, (e.g. same brand, colour, model, quality and quantity) as advertised in catalogues, flyers, email promotions, competitor quotes and/or invoices that are not more than 1 month old. Evidence must display the details of the company that is offering the stated pricing together with the company's ABN.

That guarantee only applies to normal stock items included on our internal stock management system and we reserve the right not to sell below cost. Adherence to the above will be subject to management approval.

'No back-orders' (on your GSL*) Guarantee or your order is FREE!

In order to create a "guaranteed stock list" (GSL), you will need to complete a GSL form. An online copy of this form can be accessed on our website.

You will need to send a completed form, together with evidence of your monthly usage to validate the quantities for your GSL.

We will then process this form (which may take up to 4 weeks) and after it has been approved internally, you will receive a signed copy, listing the products and quantities of your GSL. If we are unable to supply any item from your original GSL, or unable to approve your GSL for any reason you will be contacted and informed. The GSL will be activated upon receipt of a signed copy of the GSL form from all parties.

We retain the right to amend the GSL at any time at our sole discretion taking into account high/low usage of GSL products. A new signed copy of the GSL form will be issued to you if this happens at any time.

We retain the right to amend the brand of any GSL products at any time at our sole discretion. You agree to try a substitute brand at no risk to you. If you are not satisfied with the substitute brand product you can return it to us (within 2 weeks) for a full refund of the purchase price of the product.

If any GSL item is backordered, Abco will give you your order for FREE, provided that the GSL will not be applicable if:

- 1) You have ordered more than your stated monthly usage amount of the relevant GSL item.
- 2) There has been a manufacturer shortage, back order, or a national, regional, or governmental emergency meaning that we are unable to source the GSL item.
- 3) There has been an act of force majeure (as per clause 63 of General Terms and Conditions of Sale).

Guarantee of response within 1 business hour

We will acknowledge receipt of all enquiries to the below email addresses within 1 business hour (being hours between 8 am & 5 pm in whichever State the enquiry is originally generated from), and wherever possible meet a resolution following this initial response.

- Sales@abcopro.com.au
- Customer.service@abcopro.com.au
- Orders@abcopro.com.au

Notwithstanding the above, there will be circumstances where it will not be possible for us to meet the above timeframes and, in such cases, we will respond as soon as possible.

24 hour dispatch Guarantee

We will dispatch orders of stock products within 24 hours, excluding weekends and public holidays (in the State which you place the order), the 24 hour dispatch Guarantee will not be applicable if:

- 1) There has been a manufacturer shortage, back order, or a national, regional, or governmental emergency, meaning that we are unable to source the ordered item.
- 2) There has been an act of force majeure (as per clause 63 of General Terms and Conditions of Sale).
- 3) If there has been an agreement with you to deliver the items on specified date or specified dates which fall outside of the 24 hour time-frame.

Notwithstanding the above, there will be circumstances where it will not be possible for us to meet the above timeframes and, in such cases, we will despatch your order as soon as possible.