

Terms and Conditions – Internet Purchase

Order Process:

Order Process is:

- A representative will call to confirm order and arrange deposit.
- Orders cannot be processed until a deposit is made. See below for methods of payment. (Deposit must be paid to confirm the order within five (5) working days. After this period your internet order will be invalid and you will need to reorder.)
- The tanks will be delivered in Approximately the turnaround noted on each model. We endeavour to deliver earlier wherever possible. Other items such as pumps included in a tank order will be delivered at the same time.
- You will be contacted 2-7 days before delivery to confirm delivery date.
- Payment of outstanding balance is required 3 days before delivery.
- For orders not including tanks, orders are dispatched in 2-4 working days. Payment in full is required at time of order.

Tank Sizing:

Please ensure you have checked the following measurements to ensure the tank is suitable for your position:

- **Tank Access:** Clear line to deliver tank to final position
- **Tank position:**
 - Check the tank will fit in position.
 - Check the tank height will fit under any overhead objects
 - Check the tank inlet height is lower than the gutter to be drawn from.

NOTE: Once a tank is delivered Rain Source can accept no responsibility for a size error once ordered.

Delivery:

Delivery of tank will be to the nearest reasonable area on your property and is completed by a single person. The customer must have a person present to assist and sign for delivery.

We will assist where possible to roll the tank into final position where it can be rolled cleanly. WH&S requirements prohibit our staff from lifting tanks. Moving a tank is completed at the customers risk and we recommend the following number of persons:

5,000 litre and smaller:	2 persons (4 to lift)
Slim lines:	3+ persons
Larger than 5,000 litres	4 persons (Note: These tanks must have a clear roll to position, they are unsafe to lift)

Installation:

Please remember very large volumes of water flow from collection areas to tanks and major damage can be caused from incorrect set-up. There are also regulations regarding tank, pumps, connections, and plumbing. It is always recommended that the tank is installed by a licensed plumber. Any internal connections to toilet or washing machine fixtures must be completed by a licensed plumber

and inspection of works by your local authority may be required.

Underground installations can only be completed by a plumber who has completed approved training.

Rain Source is licensed to carry out the works. If an installation quote is required please mark the box on your order form.

Force Majeure:

Rain Source Tanks endeavours to complete all commitments within the agreed terms and time frame. Rain Source shall be released from obligations in circumstances outside it's control including but not limited to delays in supply of the product.

Financial:

- a) Deposit: A deposit of 50% of the total order is payable at time of confirmation.
- b) Final Payment: Payment of outstanding balance is required 3 days before delivery.
- c) Non Tank Orders: Payment in full is required at time of order for dispatch in 2-4 working days.
- d) Payment options: include:
 - Credit card (visa or mastercard only)
 - Cheque (4 day clearance)
 - Direct deposit to bank: (include reference no)

A/c Name:	Rain Source Tanks Pty Ltd
BSB:	484-799
A/C Number:	5004 19826
(Order reference must be quoted)	

General:

- a) Delivery: It is the customer's responsibility to ensure clear access for tank positioning.
- b) Delivery dates will be advised as soon as possible. Rain Source can receive 'do not deliver on' dates, but unfortunately cannot schedule deliveries for specifically requested dates. (Prior agreement with trade customers excepted)
- c) If clear access is not available, the tank will be delivered to the most accessible part of the property, but support cannot be given to position product
- d) Manufacture's warranty: All warranty information will be transferred with final invoice. The warranty is:

*	Above Ground Tanks	15 years (dependant on product)
*	Bladders	10 years (must be registered by customer at www.ecosac.com.au)
*	Pumps:	1-2 years (dependant on product)

Rebate Claim(s)

The property owner is responsible for any rebate claim(s). Local/State authorities may remove the availability of rebates. Rain Source Tanks will provide feedback where possible (via website) but accepts no liability should the rebate offer be removed by an authority. You should confirm the availability of, and terms and conditions for, any rebate(s) you intend to claim.

Rain Source Tanks P/L reserves the right to vary these terms and conditions at any time without giving notice or obtaining prior consent.