



# BioWorks

## Terms and conditions of sale

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### Product availability

**BioWorks will endeavour to ensure that your products are shipped the same day that payment is received. Delays will sometimes occur dependant upon demand of our products. Longer delays will be brought to the attention of the purchaser.**

### Orders and payment

**All orders must be paid in full prior to shipping. Payment may be made by Cash, Money Order, Electronic Funds Transfer (EFT) or Credit Card. Personal or company cheques are accepted but must clear our bank prior to shipment of product.**

### Shipping and handling

**Freight charges are FOB O'Connor, Western Australia. Shipping cost for processors is typically \$300- \$450 to customers on the east coast of Australia. Please contact the factory for an exact quote. For international shipments, please contact the factory for package details (sizes and weights) and then coordinate the shipment with your international freight agent.**

### Product delivery

**Customer must provide a means of taking delivery of pallet(s) from tailgate of semi-trailer which requires only two adults. Delivery delays by the freight carrier are not the responsibility of the Company.**

### Customer cancellation

**Orders may be cancelled without penalty for any reason prior to consignment of product to the freight carrier. Once the product is shipped, the Product Returns policy becomes applicable.**

## Warranty

**All new products are warranted against defects in materials and workmanship for 90 days after delivery. Factory retains the right to make any change to the materials or production methods provided the replacement product meets current published specifications. Factory retains the right to change the specifications without prior notice provided the product meets the published specifications. A replacement parts warranty is provided for 180 days following the sale of BioWorks products.**

## Return of unused or defective products

**Unused product will only be accepted within 30 days of the original ship date and when all parts are returned in unused ("like-new") condition and in the original packaging. There is a 20 percent re-stocking fee assessed when unused product is received at Factory. Any costs incurred at the Factory to bring the product back to sellable condition will be deducted from the customer's refund. Refunds are made in the same manner as the purchase was originally made.**

## Warranty repairs or replacements

**Applies only to used product within the Warranty Period. See Product Returns for return of unused product. Factory retains the right to either repair unit to factory specifications or replace the unit entirely. The Factory will pay for return shipping to the customer. Warranty on any repaired or replaced product is 30 days against defects in materials or workmanship.**

## Non-warranty repairs or replacements

**Upon receipt of returned product to the Factory, the Customer will be notified of the results of product diagnosis and an estimate of the repair costs. The Customer will be charged the freight costs for returning product back to them. Warranty on any repaired or replaced product is 30 days against defects in materials or workmanship.**