

Terms and Conditions of Sale

MI Management Systems Pty Ltd (ABN 63 091 117 305) trading as Redmond Outdoor Supplies will be referred to as “the Supplier”, “Redmond Outdoor”, “we”, “us” and “our”. The Purchaser will be referred to as “the Client”, “the Customer”, “you” and “your”.

By committing to purchase the Redmond Outdoor products, services, components or solutions described within the provided document you acknowledge that you have read, understood and agree to abide by the following terms and conditions:

Quotation Terms

All quotes provided to the client have a validity period as mentioned in the quotation. This validity period signifies that the quotation is valid for only the period defined. Should you decide to proceed with the order after the defined period, Redmond Outdoor reserves the right to reject the order and if required, reissue a new quotation.

Redmond Outdoor reserves the right to deny any quote for production even if still within the defined validity period.

By signing or approving a quotation for approval by any means, you agree that you have authority to make the purchase on behalf of your company/organization/person and this approval is a legally binding contract with Redmond Outdoor for the purchase and production of your order. Should you decide to deny Redmond Outdoor of this order post-approval, you will be required to pay a 50% order-exit fee.

Payment Terms

All written prices and quotations provided by Redmond Outdoor include GST unless otherwise stated.

The client will be required to pay a minimum deposit of 100% to Redmond Outdoor payable either by cash, EFT, bank cheque or credit card prior to the commencement of production on any given order except for printed goods. In the event that the order is cancelled by the client post-approval, the deposit may be forfeited in full to Redmond Outdoor based on Redmond Outdoor’s sole decision.

If the client is a Government department, a Government Purchase Order must be received and verified by Redmond Outdoor prior to commencement of production.

Production and Delivery

No printed goods order shall go into production without a 80% prior deposit to Redmond Outdoor, payable either by cash, EFT, bank cheque or credit card,. Our production time for printed goods is a period of 30 days from the date the 80% deposit has cleared into the Redmond Outdoor bank account and the final design is signed off for by the client.

Redmond Outdoor holds no liability in respect to production times other than our standard 30 day timeline. It is the responsibility of the client to ensure that their order is placed sufficiently ahead of any deadlines. The 30 day production timeline signifies that the corresponding date the following month after deposit clears, the goods will be ready for dispatch from our office.

Redmond Outdoor does not hold any responsibility in regards to the delivery timetable of our shipping company. We do not guarantee in anyway a specific delivery date to the customer, we only guarantee that after 30 days the good will be dispatched from our office. In addition, we do not hold any responsibility for items that are lost or damaged during shipping to the client. Transit for the goods can be arranged for by the client.

In the event that the client wishes to return a good based on warranty covered manufacturing faults, the freight to and from Redmond Outdoor will be born by the customer.

Warranty

Unless otherwise negotiated and agreed to in writing, Redmond Outdoor products carry a twenty four (24) month warranty from the date of purchase, represented by the transaction of payment for the good(s). This warranty is representative that the product will be free of faulty workmanship and manufacturing defects for the prescribed period and does not cover wear and tear through normal use. Should any claim be made against a product purchased from Redmond Outdoor, the client is required to return the item to our office for inspection by our staff. Any claim will be authorized at the full discretion of an authorized Redmond Outdoor warranty officer.

Any Redmond Outdoor product found faulty in any way will be repaired, or, spare parts provided to customers unable to bring the marquee to our workshop for repairs. The marquee must be used exactly as outlined in our instruction manual. This warranty does not cover the improper use of the marquee or damages caused by natural events that exceed the usage guidelines including wind, flood, fire, erosion or UV damage.

Some general points of use are listed below:

- After each use, the nuts, bolts and screws in the frame should be checked for tightness. Any loose nuts/screws are to be tightened. Frame failure due to loose bolts/screws is not covered by Redmond Outdoor as a warranty claim
- Prior to the storage of the marquee, it should be free of any water or moisture
- Redmond Outdoor folding marquees are not to be used as permanent structures
- Marquees are not to be altered in any way from the condition of first purchase
- Marquees are not to be used for the support of any other structures at any time
- Do not install or continue to use your marquee in stormy or windy conditions that exceed manufacturer specifications
- Common sense should at all times be used while installing and using Redmond Outdoor marquees