



AVAILABILITY PROMISE

We guarantee to have the iPledge range of Plumber's Essentials items in stock ready for delivery on your next order. That's 150 of our core products, ready for delivery on your next scheduled delivery day. If we fail to meet our delivery promise on a Plumber's Essential item, we will notify you ahead of the scheduled delivery to discuss an acceptable solution.

If any other stocked item outside the Plumber's Essential range is unavailable at time of order, we will contact you to notify the next available delivery date.



COLLECTION AND DELIVERY PROMISE

Contact **1300 0 IPLEX** to arrange a 2 hour pick up service and we promise your order will be ready to collect 2 hours after you receive an order acknowledgment, if not we will courier your order to you at our cost.

If you need it now and can't get to us, we can arrange a courier service for your fast turnaround needs.

Call us on **1300 0 IPLEX** to discuss our Premium Courier Service, with our Customer Service Representatives. *Courier charges apply.*



PROMPT RESPONSE PROMISE

Your time is important to us. Call us on **1300 0 IPLEX between 7am and 4.30pm weekdays** and we promise to answer your calls within 30 seconds. If we happen to be busy, we won't make you wait - leave us a message and we guarantee to call you back within 15 minutes.



QUICK QUOTES PROMISE

Email us at iplex.quotes@iplexpipelines.com.au for quote requests and our team promises to get your quote back within a maximum 24 hours.



FAST CREDITS PROMISE

Email us at creditclaims@iplexpipelines.com.au and we promise to acknowledge your credit within 3 days of receipt. We promise to have your credits resolved within 30 days, if not then we waive any applicable restocking fees.

TERMS AND CONDITIONS

Availability Promise

- iPledge range of 150 core products are listed on Iplex's website at iplexpipelines.com.au as amended by Iplex from time to time.
- Iplex will use all reasonable endeavours to provide an outcome satisfactory to meet your requirements.

Collection & Delivery Promise

- Service is available during normal trading hours up until 2 hours before close. (2.30pm courier pick up & 3.00pm customer collection)
- Available on any stocked Iplex item.
- Service does not apply where you change your order after order acknowledgment.
- Courier services only apply to metropolitan areas.

Prompt Response Promise

- Call back is dependent on you leaving an audible voice message with your phone number on Iplex's answering service.
- If you do not answer your phone on the return call, Iplex will leave a voice message if you have an answering service.

Quick Quotes Promise

- Applies to quotes received during normal trading hours on Monday to Friday between 8.00am & 4.00pm.
- Your email for a quote request must include all relevant information to enable Iplex to provide a quote. (Excludes plan take-off's)

Fast Credits Promise

- All credit claims will be considered in accordance with Iplex's standard terms and conditions of sale.
- Iplex has the right to refuse credit claims at its reasonable discretion including where your account is not within credit terms.