



Connecting Through Innovation!



AECAA Pty Ltd Trading as **Automotive Electrical & 4WD Accessories** | ABN: 96 059 087 704 | ACN 059 087 704

AECAA Pty Ltd trading as Automotive Electrical & 4WD Accessories NEW CUSTOMER ACCOUNT INTRODUCTORY HANDBOOK

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Dear Valued Customer,

We thank you for choosing AECAA Pty Ltd trading as Automotive Electrical & 4WD Accessories as your supplier.

In this introductory Kit, you will find enclosed a copy of our latest product catalogues, AECAA Pty Ltd Account and Banking details, Freight Policy, Terms & Conditions of Sale, Website Use Terms & Conditions and other general information.

If you have supplied an additional email address on your account application, you will be subscribed to our e-newsletter, to keep you up-to-date with the latest product innovations, monthly promotions, new video releases and other general news.

If you prefer to browse our products & services online, you may like to visit our following websites:

AECAA Pty Ltd trading as Automotive Electrical & 4WD Accessories: www.ae4a.com.au

KT Cable Accessories: www.ktcables.com.au

Dolium: www.dolium.com.au

Qesta: www.qesta.com.au

Alanco Australia: www.alanco.com.au

AECAA Pty Ltd provide a variety of online tools to support you, including Online Product Catalogues, Blog pages containing video demonstrations and technical specifications on our products, order on-line facilities and more. These are just some of the many services AECAA Pty Ltd can offer your business.

We hope that this handbook assists you with any queries you may have.

Once again, we thank you for choosing AECAA Pty Ltd and we look forward to servicing your business.

Kind Regards

Adam Middleton
General Manager

AECAA Pty Ltd, trading as Automotive Electrical & 4WD Accessories

**EAST COAST SALES
INQUIRIES**

P: 07 5540 7877
F: 07 5540 7977
E: sales.ec@ae4a.com.au

**WEST COAST SALES
INQUIRIES**

P: 08 9358 7000
F: 08 9358 1006
E: sales.wc@ae4a.com.au

ACCOUNT INQUIRIES

P: 07 5540 7877
F: 07 5540 7977
E: receivables@ae4a.com.au

MARKETING INQUIRIES

P: 07 5540 7877
F: 07 5540 7977
E: marketing@ae4a.com.au

About your Account

We like to ensure that business flows as easily for you as it does for us, and want to ensure that you are aware of our automated procedures we have in place to ensure the most efficient and effective customer service to you.

To ensure we are doing our part for the environment by reducing our paper consumption, we have moved to paperless transactional invoices, statements and credit notes. These are now delivered to your nominated email address that has been listed on your initial account application form.

Courtesy Account Reminders

Email Account Reminders each Month

At the beginning of each month, we send out courtesy reminders of any overdue accounts to ensure you are aware of your account status and any payments overdue. This is an automated process and assists us in keeping your account tidy. A further email will also be sent towards the end of the month, for those who have outstanding balances. Timely payments within the terms will avoid the embarrassment of receiving these reminders.

Automated On-Hold System

If for any reason your account is not paid within 30 days (or within the approved terms), we have an automated on-hold process which will prevent any orders you have with us being dispatched until any outstanding payment is cleared with our accounts department, or until proof of payment has been provided by remittance advice.

If you believe that your account is "On Hold" in error, you are encouraged to contact our accounts team directly on 07 5540 7877 or email receivables@ae4a.com.au

Your Company Information

It is important that we always have the correct information for your business in our system. Should you have a change of telephone number, email address, business owner or accounts contact, we ask that you advise us immediately to ensure our records can be updated accordingly.

Placing Orders with Our Team

Orders can be placed with our team by email, fax or phone.

For Queensland, New South Wales, Victoria, Australian Capital Territory & Tasmania Customers:

Phone (07) 5540 7877, Fax to (07) 5540 7977 or email sales.ec@ae4a.com.au

For Western Australian, South Australian & Northern Territory Customers:

Phone (08) 9358 7000, Fax to (08) 9458 1006 or email sales.wc@ae4a.com.au

Freight Cost

Orders dispatched from our Queensland or Western Australian DC's for local deliveries will incur a \$10.00 delivery fee. All national freight will incur a freight cost of \$20.00. These prices exclude GST. Customers preferring to use their own freight carriers will be liable for the freight cost. This excludes large items & special orders. (See below).

Large Items & Special Orders will be priced as required or per the terms of your account agreement.

Back-Orders

Back Orders

If for any reason we can not supply, or only partially supply an order that you have placed with us, you will have the option of us partially full-filling and dispatching your order of the goods which are in stock, and receiving the back-ordered goods once stocks arrive in our DC.

You also have the option of waiting for the order to be fully-fulfilled when stocks arrive and receiving your order at a future date, to save on freight charges.

How will you know if you have a back-order?

You will be contacted by our sales team with any information as to why we can not fulfill your order and be provided with an estimated delivery date on your order.

How long will your back-order take?

Generally, the only reason for a back-order is due to insufficient stock in our warehouse - and more than likely, it is travelling on it's way to us - to get to you. While we always strive to have all items in stock, unfortunately sometimes there can be delays with shipment. If you have any queries regarding the time it takes to receive a back-order, don't hesitate to contact our friendly sales team on. Our sales team can provide you an estimated delivery time.

East Coast (Head Office)

P: (07) 5540 7877 | E: sales.ec@ae4a.com.au

West Coast

P: (08) 9358 7000 | E: sales.wc@ae4a.com.au

Price Adjustments

As you may well be aware, AECAA Pty Ltd continually designs, develops and manufactures products to meet the highest of quality while obtaining the best achievable prices to our customers.

While the Australian dollar rises and drops, this can have a significant impact on the cost of goods as such, and we may be left with no other option than to apply modest price increases on selected lines of product.

All best efforts are made to keep any increase to a minimum.

If any bulk price adjustments need to be passed on, we will always provide a minimum 2 weeks notice and a Price Adjustment Notification by email to your nominated email address. If you have any queries regarding your pricing, please do not hesitate to contact our friendly sales team on:

East Coast (Head Office)

P: (07) 5540 7877 | E: sales.ec@ae4a.com.au

West Coast

P: (08) 9358 7000 | E: sales.wc@ae4a.com.au

You can also contact your Area Sales Representative with any queries.

IMPORTANT:

If you change your email address, please remember to contact our accounts receivable department with your new email address so we can update our records.

Invoices

Receiving Invoices by email

Invoices are sent automatically to your nominated email address when your goods are ready to be dispatched from our DC. To ensure that you are always receiving your invoices, please ensure that we always have the correct email address on record.

Receiving Invoices with goods

As a safe-guard to ensure that you don't miss out on receiving your invoices, we always ensure to send out a printed copy with your goods. If you have received your order and invoice, and something is incorrect, please contact our sales team:

East Coast (Head Office)

West Coast

P: (07) 5540 7877 | E: sales.ec@ae4a.com.au

P: (08) 9358 7000 | E: sales.wc@ae4a.com.au

End of Month Statements

Receiving your End of Month Statements by email

Statements are sent automatically to your nominated email address at the end of each month to provide you with any outstanding balances. To ensure that you are always receiving your statement, please ensure that we always have the correct email address on record.

Credit Notes

Credit notes are issued when there is a discrepancy with goods received.

If you receive an order that is incorrect, please follow the below:

1. Contact either your local Area Sales Representative or our sales team with details of your order and any issues.
2. Our sales team will decide the most effective course of action to resolve any concerns. If goods are to be returned to our DC, our team will forward you a copy of our Goods Return Authorisation form to be completed and returned to us with the goods. Please note. If this form is not completed, we can not accept the goods into our DC.
3. Your order and paperwork will be checked with our team and providing all information is correct and approved, your credit will be processed. Please allow 3-5 days for this process.

Receiving Credit Notes by email

On the day that credit notes are processed by our team, they are automatically sent to your nominated email address.

Bank Account Details

We accept a variety of payment methods to pay your account including credit card payments over the Phone, Cash, and Online Direct Deposit (EFT).

Important Note: If paying your account by EFT, please ensure to leave your account code or invoice number as a reference to ensure our team can efficiently recognise your payment.

ACN	059 087 704
ABN	96 059 087 704
Account Name	AECAA Pty Ltd
Bank	Westpac
Branch	South Tweed Heads
BSB	032 563
Account No.	125 102
Send Payment Advice To	receivables@ae4a.com.au
Preferred Payment Method	Online Direct Deposit AECAA Pty Ltd Bank Account
Payment Methods Also Accepted	Visa, MasterCard, Cash
Credit Card Payment Surcharge	0.8%
Accounts Receivable Contact Phone	(07) 5540 7877

To contact our accounts team:

Accounts Receivable

Ph: (07) 5540 7877

Fax: (07) 5540 7977

Email: receivables@ae4a.com.au

Terms & Conditions of Sale

1. These Trading Terms and Conditions cover all goods supplied by AECAA Pty Ltd unless otherwise agreed by us in writing.
 2. As we are constantly improving our products, we reserve the right to vary specifications without notice.
 3. We have no control over any increased F.O.B. prices of our principals or increases in freight rates, import duties, exchange rates etc. Consequently all prices stated will be subject to adjustment to prices ruling at the date of dispatch of the goods unless agreed by us in writing.
 4. Prices stated do not include GST and will be subject to an additional charge at the appropriate rate to cover the amount imposed by the Tax unless an exemption number is received with the order.
 5. **Orders dispatched from our Queensland & Western Australian DC's** for local deliveries will incur a \$10.00 delivery fee. All national freight will incur a freight cost of \$20.00. These prices exclude GST. Customers preferring to use their own freight carriers will be liable for the freight cost. This excludes large items and special orders which will be priced as required.
 6. Unless otherwise agreed, payment for the goods shall be made to AECAA Pty Ltd Within 30 days from date of statement. Accounts may be suspended if payment is not received by the due date.
- 8.(A) Ownership of goods shall not pass to the buyer until full payment for such goods has been received by AECAA Pty Ltd. Where the purchaser has nominated a carrier for the delivery of goods, the responsibility for loss or damage passes to the purchaser upon delivery of goods to that carrier. Where goods are delivered on an F.I.S basis, responsibility for loss or damage passes on delivery to the purchasers receiving store. We reserve the right to sue for unpaid goods instead of reclaiming them at our option.
- (B) The buyer authorises AECAA Pty Ltd to appropriate any payments to particular goods, including goods no longer in the possession or control of the buyer, unless the buyer expressly appropriates such payment to particular goods and communicates such appropriation to AECAA Pty Ltd.
- (C) AECAA Pty Ltd may at any time without notice retake possession of such goods but the buyer shall not be entitled to return the goods unless authorisation is received from AECAA Pty Ltd
- (D) If it becomes necessary to institute legal proceedings to recover unpaid debts to this company, all discounts showing on invoices become null and void, and recovery of all legal costs plus interest shall be payable.
- (E) Under the Laws governing sales tax / GST all claims for sales tax / GST exemption must be supported by a written and signed statement of either a sales tax number / A.B.N. number. Telephone orders and any other orders received without the correct signatures must be confirmed in writing. Where the above procedures are not followed we reserve the right to invoice at any time in the future for the amount of tax that should have been paid.

Terms & Conditions of Sale

9. CREDIT CLAIMS/RETURNS:

(Invoice No. and date should be quoted on all claims).

(A) Faulty goods should only be returned by a means nominated by AECAA Pty Ltd.

(B) Claims due to customer ordering errors will only be accepted with prior approval, and will be subject to a restocking surcharge. The minimum surcharge is 20%. Items should be returned freight paid. Items must be returned back to AECAA Pty Ltd in saleable condition and in original packaging.

(C) We reserve the right to repair tools or replace defective parts only, rather than replace the complete article.

Website Use Policy

The AECAA Pty Ltd website is property of AECAA Pty Ltd. Material on this website comprises of copyright material, trademarks and registered trademarks which are the property of AECAA Pty Ltd and third parties. This property may only be used for the purposes of browsing the AECAA Pty Ltd website.

The above policy applies to the following websites:

AECAA Pty Ltd trading as Automotive Electrical & 4WD Accessories: www.ae4a.com.au

KT Cable Accessories: www.ktcables.com.au

Dolium: www.dolium.com.au

qesta: www.qesta.com.au

Alanco Australia: www.alanco.com.au

Freight Policy

(A) AECAA Pty Ltd employs systems to ensure products will be delivered by AECAA Pty Ltd's preferred freight company. From time to time, freight companies do miss deadlines, and while every effort is made by AECAA Pty Ltd to ensure correct and timely despatch. No responsibility is taken by AECAA Pty Ltd for late delivery.

(B) AECAA Pty Ltd has invested widely in the employment of systems and packaging to reduce the incidence of damage in transit. These include correct storage and handling of AECAA Pty Ltd product at AECAA Pty Ltd and correct loading of goods onto outgoing transport. We believe that this is a significant and worthwhile investment, and is of genuine benefit to ourselves and our customers

1.2 Lost or damaged goods

(A) Where the freight company delivering the goods has been engaged by the customer, the customer must:

1. inspect the goods upon arrival and sign the consignment note as "damaged" or "subject to check" as the case may be; and
2. contact the freight company directly regarding the loss or damage.

(B) Where the freight company has been engaged by AECAA Pty Ltd on the customer's behalf, the customer must:

1. inspect the goods upon arrival and sign the consignment note as "damaged" or "subject to check" as the case may be; and
2. contact AECAA Pty Ltd with details of the goods i.e. invoice number, consignment note number, date of receipt of goods, the carrier, nature of damage or loss. Please include photo evidence of damage. This will assist in the claim against the carrier.

AECAA Pty Ltd will pursue the claim with the carrier on the customer's behalf. The claim is subject to the terms and conditions of the carrier and/or insurer. Freight insurance policies have strict guidelines concerning:

1. Time within which the claim must be lodged;
2. The amount the goods are insured to;
3. Verification of damage or loss by either direct inspection, digital photos, or the availability of other evidence;
4. Acceptance of liability;
5. Payment of accepted liability;
6. Claims must satisfy all terms and conditions to result in a successful outcome and payment

(C) AECAA Pty Ltd employs several transport companies to despatch product throughout Australia on behalf of customers. Arrangements negotiated by AECAA Pty Ltd include beneficial freight rates. In some instances insurance is included in the freight charged to you. Freight and insurance (if applicable) are subject to the terms and conditions of the transport company and the Insurer. Please contact AECAA Pty Ltd for further details.

Social Media

Have you got a Facebook or Instagram account? Be sure to follow our pages:

KT Cables

Facebook: www.facebook.com/ktcables (@krcables)

Instagram: www.instagram.com/ktcables (@krcables)

Dolium

Facebook: www.facebook.com/doliumaus (@doliumaus)

Instagram: www.facebook.com/dolium_au (@dolium_au)

Qesta

Facebook: www.facebook.com/qestaau (@qestaau)

Alanco

Facebook: www.facebook.com/alanco (@alancoau)



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F: 08 9458 1006

E: sales.wc@ae4a.com.au

MARKETING INQUIRIES

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E: marketing@ae4a.com.au