

Tasman Insulation New Zealand limited

Delivery Service Promise

March 2020

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This service delivery promise covers the range of products Tasman Insulation New Zealand Limited distributes to building merchants throughout New Zealand including Pink® Batts® glass wool insulation, Pink® Batts® Polyester insulation, the Sisalation® range, the DuPont™ range, Climaflex® pipe lagging and Greenstuf® polyester insulation.

1. Orders and Delivery information

Next day delivery:

For standard stock items (category A) we provide delivery next working day for all freight zones except S3 and S4.

Orders need to be placed before:

- 12.00 noon North Island
- 3.00 pm Auckland metropolitan
- 12.00 noon South Island
- 2.00 pm Christchurch metropolitan

Delivery is by close of business - due to traffic and varying loads, we cannot give precise delivery times. Orders for freight zones S3 and S4 placed before 12.00 noon will be delivered in two working days.

Non-stocked items:

Please contact Customer Services for confirmation prior to ordering.

Pink® Batts® made-to-order glass wool products - lead times and minimum order quantities apply.

Greenstuf® B items – These are items that are held in stock by Greenstuf® in Auckland. Expected lead time in the North Island is 3 days and 13 days for the South Island

Greenstuf® C items – C items are made to order by Greenstuf® and have a 10 day lead time for manufacture plus freight time for a total lead time of up to 20 days.

Freight included:

Freight is included in the price based on freight zones (section 2 Freight zone map) and minimum order quantities. **Minimum quantities:** orders over 10 bales of insulation, 10 rolls of Sisalation®, 10 bundles of Malthoid® (or orders over \$500 excluding GST).

Orders below the minimum quantity:

We are happy to assist with orders under the minimum and with urgent deliveries; however there will be a minimum freight surcharge of \$50.00 + GST. Please check with customer services before ordering.

Commercial Project - site delivery service:

We will assist you with “Commercial Project” deliveries however there will be a delivery charge associated with this service. Please contact our customer services staff to confirm the availability and cost before ordering.

Site deliveries require extra co-ordination so please ensure the following when ordering:

- A site contact name and mobile phone number is available.
- A person of authority will be on site to sign for the goods. Note: If that person is not on site, the cost of re-direction will be forwarded to you.
- Goods will only be left without a signature by prior written agreement.
- Suitable truck access to the site.
- Suitable unloading equipment is available e.g.: fork lift or platform.
- Waiting over 15 minutes may incur a vehicle standing fee of \$90.00/hour + G.S.T.
- We will endeavour to meet crane times, but cannot accept liability for delay.
- In fairness to all we may decline requests for out of territory delivery.

Collections:

While TINZ sites are not able to offer customers the option of picking up product as a matter of course, we will endeavour to accommodate your needs should unforeseen circumstances arise.

Advanced advice three hours prior is needed. For safety reasons drivers may be asked to leave the site if they arrive with no documentation i.e.: copy of merchant order number.

All collect orders must be collected **by the end of the month** or the order will be cancelled.

The out of stock upgrade (section 6) does not apply.

Invoicing:

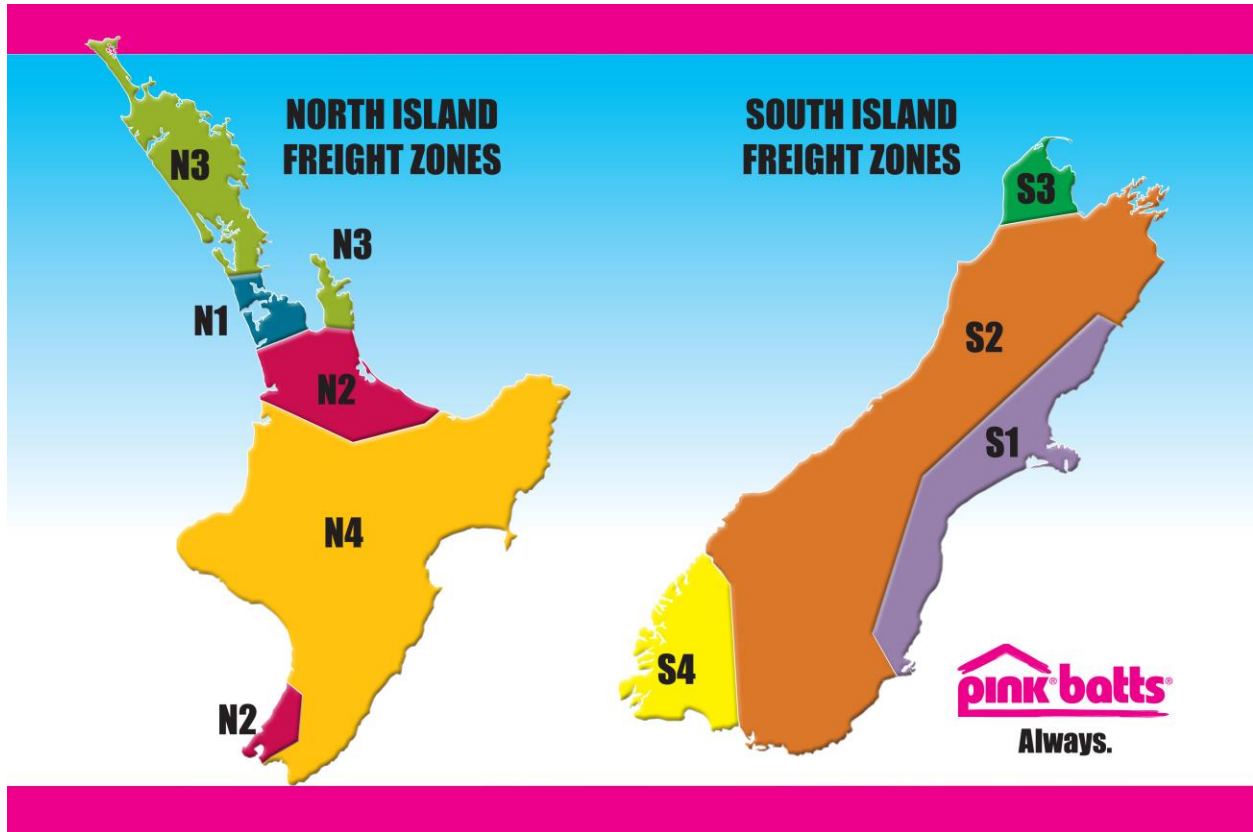
Your order will be invoiced on the day it is dispatched from our warehouse.

2. Freight Zone information

Pricing:

Please refer to your Tasman Insulation price list for freight zone pricing. Contact customer services if you are unsure of your store zone.

Minimum order quantities apply.



3. Receipt of goods

Guidelines for receiving goods from Tasman Insulation New Zealand:

- Signing the consignment note or hand held electronic device is accepting the shipment, so before you sign:
 - Check to ensure all items on the Delivery note are present.
 - Check there are no obvious signs of damage.
- When you are satisfied, please sign the Picking List including your full name, date and time of delivery. For drivers using electronic devices ensure you see the details of the consignment before you sign.
- Should there be damage (“items not received in good order and condition”) it is best to **send goods away with the delivery driver** and write this on the drivers documentation. Then contact TINZ Customer Services immediately.
- Should there be any items missing, please write this on the drivers’ copy of the Picking List before the driver separates the note or note it on the electronic screen. Then contact TINZ Customer Services immediately.
- You may also get him to sign your copy of the documentation so you have a record.

Note: We have no recourse with transport providers if you have accepted the shipment. Tasman Insulation New Zealand will not accept “S.T.I.”, “S.T.C.”, “Subject to Inspection”, “Subject to Check” or any such notation as being a legitimate endorsement for loss or damage. Tasman Insulation New Zealand will also not accept any claim for loss where the whole delivery has been accepted and signed for.

Reporting damage or loss:

Having noted damage or loss **contact TINZ Customer Services immediately** so they can help resolve the matter. Please do not rely on the driver passing this information on to TINZ as it will take some time for the paperwork to flow through the system.

Written notice of any claim, giving reasonable particulars of the event giving rise to the claim and any alleged damage or loss, needs to be received by Tasman Insulation New Zealand within five (5) days after delivery or, in the case of non-delivery, within ten (10) days after the date of despatch.

This is important as a notification period of 30 days from delivery date must be observed when submitting a credit. It also enables us to resolve the matter as soon as possible.

When reporting damage or loss your advice must include the consignment note number that the items arrived on or your purchase order number so we can track it through our system.

Care of damaged product:

We recommend that wherever possible, damaged goods should be sent away with the delivery driver, ensuring that the consignment is endorsed as above.

Damaged product which is the subject of a claim must be retained in the current state for possible inspection, salvage or return. If these items have been left at your store or site, Tasman Insulation will arrange collection of these goods so the correct claim process can be followed.

4. Returns

Any returns must have prior authorisation. Contact Customer Services 0800 746 522 who can help guide you through the process

Returns due to TINZ error or product fault:

- For non-product faults, Customer Services may authorise these returns.
- For product faults Customer Services may require extra information to get technical approval before authorising these returns. This is to ensure appropriate quality control steps can be implemented. A photograph of the label and product will be required.
- Where TINZ is the distributor e.g.: for the Greenstuf® range, we will liaise with the manufacturer before authorising these returns.
- Freight will be arranged by TINZ at our cost.

Request for return due to no error or fault by TINZ:

Standard product:

- Acceptance of standard product returns is at the discretion of the **National Sales Manager or Customer Services Manager**.
- For the Greenstuf® range, product must have been purchased in the last 30 days.
- For other ranges the product must have been purchased within the past 2 months.
- The product is subject to quality inspection upon return and credit will only be issued for product returned in the original state and in a saleable condition.
- Freight costs will be deducted from the credit – **this includes the original freight component from TINZ Warehouse to Customer and from Customer to TINZ Warehouse**.
- On-stocking fee applies: 20% of the value of the product to be returned based on original invoice price.

For returns arranged via your own carrier, a TINZ Return Delivery Reference will be issued by TINZ Customer Services upon acceptance of your request. This must be provided to your carrier to avoid any delays at the TINZ Warehouse. No TINZ Return Delivery Reference will result in the return not being accepted.

Return of non-standard (made-to-order) product:

- There are no returns on made-to-order Greenstuf® products.
- For other ranges, only the **New Zealand Manager** can approve the return of non-standard product.
- The product must have been purchased within the past 2 months.
- The product is subject to quality inspection upon return and credit will only be issued for product returned in the original state and in a saleable condition.
- Freight costs will be deducted from the credit – this includes freight from TINZ Warehouse to Customer and from Customer to TINZ Warehouse.
- On-stocking fee applies: 20% of the value of the product to be returned based on original invoice price.

Full details of TINZ policy regarding returns is covered in the Terms of Sale, which are printed on the back of all invoices.

5. Storage of goods

All TINZ products must be stored under cover in dry warehouses.

Handling unitised packs:

Unitised packs are designed for fork hoist handling. The outer wrap is robust and can withstand fork hoist handling with tines

- Ensure forks are as far apart as possible
- Move a maximum of two unitised packs at once
- To allow for the possibility of falling packs ensure an exclusion zone of 3 metres is maintained around fork hoist handling areas
- Unitised packs can be stacked up to four packs high
- Higher stacking is possible in pedestrian exclusion zones where there is exclusion space available and a barrier in place

Unitised packs are not to be stored outside

Stock rotation:

We recommend rotation so that customers never get very old products.

If you plan to store product in the unitised packs consider how you manage stock rotation as the temptation may be keep adding to the stack rather than removing the bottom pack.

6. Out of stock upgrade offer for Pink® Batts® glass wool insulation – ex-stock items

Customer satisfaction is our goal at Tasman Insulation New Zealand Limited.

Occasionally when you place an order we may be out of stock (OOS) of Pink® Batts® glass wool insulation ex-stock items (list of included products below). We will make every effort to contact you by phone or email immediately during working hours to notify you that we are out of stock and when we expect to have stock available.

Your options will include:

- If you cannot wait, selecting the next highest R-value product at the same price for the same m2 ordered as the OOS item *
- Opting for a "Back Order" and the item to be sent and charged at a later date (freight surcharge for orders below the minimum order quantity will not be applied)
- Cancelling your order for the OOS product

*Terms

Applies where an alternative upgrade product is available; in some instances there may not be an option available

If we can't supply a whole order the upgrade option will apply to the balance not the whole order

Special orders (e.g. truck and trailer lots) are not covered by this offer

	Product included for Out of Stock upgrade	
Code	Product Description	Stock Category
7110118	Pink® Batts® Classic R1.8 Ceiling	Ex stock
7110122	Pink® Batts® Classic R2.2 Ceiling	Ex stock
7110126	Pink® Batts® Classic R2.6 Ceiling	Ex stock
7110129	Pink® Batts® Classic R2.9 Retrofit Ceiling	Ex stock
7110132	Pink® Batts® Classic R3.2 Ceiling	Ex stock
7110133	Pink® Batts® Classic R3.3 Retrofit Ceiling	Ex stock
7110136	Pink® Batts® Classic R3.6 Ceiling	Ex stock
7110140	Pink® Batts® Ultra® R4.0 Ceiling	Ex stock
7110150	Pink® Batts® Ultra® R5.0 Ceiling	Ex stock
7110160	Pink® Batts® Ultra® R6.0 Ceiling	Ex stock
7110163	Pink® Batts® Ultra® R6.3 Ceiling	Ex stock
7110232	Pink® Batts® Skillion Roof R3.2	Ex stock

Product included for Out of Stock upgrade		
Code	Product Description	Stock Category
7127118	Pink® Batts® Classic R1.8 Wall	Ex stock
7127122	Pink® Batts® Classic R2.2 Wall	Ex stock
7127124	Pink® Batts® Classic R2.4 Wall	Ex stock
7127126	Pink® Batts® Ultra® R2.6 Wall	Ex stock
7160110	Pink® Batts® Masonry R1.0	Ex stock
7127132	Pink® Batts® Ultra® R3.2 140mm Wall	Ex stock
7127136	Pink® Batts® Ultra® R3.6 140mm Wall	Ex stock
7160214	Pink® Batts® Steel R2.2 Wall (OOS offer North Island only)	Ex stock
7120243	Pink® Batts® Narrow R2.2 Wall (OOS offer North Island only)	Ex -stock
7160245	Pink® Batts® Ultra® R3.2 140mm Narrow Wall	Ex stock
7134816	Pink® Batts® R1.6 SnugFloor® Narrow	Ex stock
7135816	Pink® Batts® R1.6 SnugFloor® Wide	Ex stock
ACCESSORIES		
7140002	Pink® Batts® R1.3 Hot Water Cylinder Wrap 3.0m	Ex stock

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