

Terms and Conditions

General:

- These promises are available to non-trade account customers only.
- Tradelink reserves the right to alter or change these promises at any time, without notice.

Price match promise: Price match guarantee, on any competitors retail price

If you bring us evidence (such as a copy of the advertisement or a photo of the price tag) of a lower priced identical item that is in stock with a competitor, we will match the price.

The price match promise applies to all identical products that are stocked by Tradelink and in stock at the competitor who's price we are matching.

The price match promise does not apply to:

- cashback and coupon offers;
- commercial quantities and pricing – bulk buy prices or prices not available to the public;
- stock liquidations - competitor clearance or sale products; or

Product availability promise: Raymor and Oliveri products delivered within 3 days or your money back (7 Days for Regional Areas)

The product availability promise applies to selected [Oliveri and Raymor branded products](#).

Note: products vary from state to state. Please refer to the relevant state list. The Oliveri and Raymor product list is subject to change without notice.

The product availability promise does not apply to spare parts, baths, screens or vanities.

'**Delivered within 3 days**' means that, after full payment, the Oliveri or Raymor product will be available for pick up from the branch or delivered to the customer's agreed address within 3 Tradelink business days for metro branches or **7 Tradelink business days for regional and remote branches**. Tradelink business days and hours vary from branch to branch. Please refer to <https://tradelink.com.au/trade/find-us> for branch trading hours.

'**Money back**' means the cost of the Oliveri or Raymor product (excluding any delivery fees) will be refunded using the customer's payment method. The product will still be delivered as soon as possible.

Knowledgeable team promise: free in store consultation with a bathroom, kitchen & laundry specialist

Customers can book an appointment with a showroom consultant by calling a branch phone number (as displayed on Tradelink's website <https://tradelink.com.au/trade/find-us>) during Tradelink business hours on Tradelink business days. A Tradelink showroom consultant will consult with the customer on bathroom, kitchen and laundry products and selections and provide the customer with a quote for any products selected by the customer.

Response within 3 hours promise: Response within 3 hours to email or phone enquiry or you get \$100 off your next purchase

The response within 3 hours promise applies to new sales enquiries only where contact is made by calling a branch phone number (as displayed on Tradelink's website <https://tradelink.com.au/trade/find-us>) or emailing a valid Tradelink email address during the relevant Tradelink branch's trading hours, a minimum of 4 hours before the end of trading. Tradelink business days and hours vary from branch to branch. Please refer to <https://tradelink.com.au/trade/find-us> for branch trading hours.

If contact is made outside of the relevant Tradelink branch's trading hours, a response will be given within 3 hours of the next Tradelink business day.

The response within 3 hours promise excludes enquiries on pre-existing sales orders.

\$100 off next purchase applies to future purchases over \$500 within 6 months from the date of the original purchase to the same account or customer name.

Quote turnaround within 24 hours promise: Quote turnaround within 24 hours or you get \$100 off your next purchase

The quote turnaround within 24 hours promise applies where contact is made by calling a branch phone number (as displayed on Tradelink's website <https://tradelink.com.au/trade/find-us>) or emailing a valid Tradelink email address during the relevant Tradelink branch's trading hours a minimum of 4 hours before the end of trading. Tradelink business days and hours vary from branch to branch and do not include weekends. Please refer to <https://tradelink.com.au/trade/find-us> for branch trading hours.

If contact is made outside of the relevant Tradelink branch's trading hours, a response will be given within 24 hours of the next Tradelink business day.

The quote turnaround within 24 hours promise does not apply where the customer makes any changes to the products forming part of the quote after the quote has been requested.

\$100 off next purchase applies to future purchases over \$500 within 6 months from the date of the original purchase to the same account or customer name.