



ENVIRONMENTALLY SUSTAINABLE  
UNCOMPROMISING QUALITY  
INNOVATIVE DESIGN

ORDER CONFIRMATION

## SUPPLY AND INSTALL ACCOUNT CUSTOMER

### 1. Payment Terms

#### 1.1. Account Customer

As an Account Customer your payment terms are 30 days from the end of the invoice month.

### 2. Site Measurements

You can expect to be contacted by our Operations Department within 2 working days to schedule your site measure. Alternatively you can contact Cliff Parker, Operations Manager at [cliff.parker@tpi.net.au](mailto:cliff.parker@tpi.net.au) or 0401 040 355.

### 3. Workshop Drawings

By definition, Workshop drawings cannot be produced until after our site measure or site measurements have been supplied to us. Design drawings of your selected partition system are attached to this email.

If you require Customised Design drawings i.e. our product Design drawings reproduced in your architectural layouts instead of Workshop drawings, please email your request through to Phil Broadley, Assistant Operations Manager at [phil.broadley@tpi.net.au](mailto:phil.broadley@tpi.net.au). These will take 3-4 working days and the lead times detailed below will not commence until these drawings have been approved and returned.

### 4. Lead Times

Please note: The following Lead Times will only commence when;

1.1. If you have requested Customised Design or Workshop drawings they have been approved and received back by us.

1.2. We have completed your Site Measure or you have supplied us with your Site Measurements.

**LEAD TIMES WILL ONLY COMMENCE FROM WHICHEVER OF THE ABOVE IS THE LATER DATE.**



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## 5. We-Fix (Supply and Install) Lead Times

5.1. Install will be able to commence in 3 weeks from when all items in Clause 4 have been met.

*\*Lead times are subject to board availability and may vary for special board or hardware or out of stock items.*

## 6. Safe Work Method Statements (SWMS)

Please contact Jovana Ostoic for Safety Work Method Statements at [jovana.ostoic@tpi.net.au](mailto:jovana.ostoic@tpi.net.au) or on 02 9709 6501.

## 7. Operational and Maintenance Manuals (O&M)

Please contact Accounts for O&M Manuals at [accounts@tpi.net.au](mailto:accounts@tpi.net.au) or on 02 9709 6501.