



ENVIRONMENTALLY SUSTAINABLE  
UNCOMPROMISING QUALITY  
INNOVATIVE DESIGN

ORDER CONFIRMATION

## SUPPLY AND INSTALL NON-ACCOUNT CUSTOMER

### 1. PAYMENT TERMS

#### 1.1. Non- Account Customer

As a non-Account Customer you are required to pay a 50% deposit **before we can proceed with your order or any of the below lead times can begin.** The remaining 50% will be required to be paid before delivery or installation.

Alternatively, you can apply for a 30 day EOM Account. Simply complete the attached account application form and return it to our accounts department at [accounts@tpi.net.au](mailto:accounts@tpi.net.au). However, your account approval may take up to 5 working days and **your order cannot be processed until this is resolved.**

### 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.



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#### 4. LEAD TIMES

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

- 1.1. We have received your 50% deposit or you have been approved for an Account.
- 1.2. If you have requested Customised Design or Workshop drawings they have been approved and received back by us.
- 1.3. 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.**

#### 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 Ostojic for Safety Work Method Statements at [jovana.ostojic@tpi.net.au](mailto:jovana.ostojic@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.