



Terms & Conditions

Overview

Please be aware it is the customer's full responsibility to be aware of all of the terms and conditions of sale. Please go to <http://www.industrialathletic.com/conditions-of-use> to view. The following are critical items, often overlooked in the excitement of acquiring the best strength and fitness gear on the market. We are more than happy to discuss any of these requirements.

Stock Availability

Large orders, facility fit-outs and fabrications usually take 12 weeks from date of deposit. You must factor this into your timeline. Acceptance of this quote and/or payment does not guarantee immediate fulfilment. For up-to-date stock on hand please use the comments section. We will be happy to assess your particular requirements.

Expiry

This quote will expire within 14 days of issue. This document will be accessible for 60 days from issue. We reserve the right to terminate the document.

Content

The accuracy of the content of the equipment quote is wholly the responsibility of the customer, including but not limited to:

- Customer/business name
- Contact Details
- Delivery address and phone number
- Email address
- Item selection and quantity
- Required dates.

Back Orders

We endeavour to maintain stock of critical components and products. Demand does not always make this achievable. Back ordered items will be placed in a queue and dispatched in order of acceptance and payment. We intend to fulfil back orders within 12 weeks of order confirmation and deposit, however back orders can be subject to delays due to:

- Covid-19 Related events
- International and domestic freight delays
- Supplier variances
- Quality control
- Date/time of year - busy periods
- And numerous (stressful) others

In the event of a lengthy or unforeseen delay we reserve the right to refund, or substitute products after consultation with you.

Delivery

All deliveries are subject to the following conditions:

- New Zealand transport delivery providers place the responsibility to unload on the recipient (yourself). Please notify us in writing at the time of quote acceptance if you have special requirements e.g. no forklift, outside business hours. This can incur extra charges
- Consignments must be checked and signed for as received in full and in good condition immediately upon delivery
- Any discrepancies and/or damages should be immediately noted and reported to team@industrialathletic.com and noted on the drivers, and your copy of the consignment note. If in doubt, do not sign
- Undocumented damage and loss is at the customer's expense
- Photographic evidence will need to be provided for all damages
- Disposal of packaging and pallets associated with the delivery are the responsibility of the customer.

Payment

- Orders without credit approval and containing custom fabrications require 100% payment in full upon order confirmation. All others require a 50% deposit.
- Deposit will be paid in 2 working days of acceptance of this quote
- Balance payment will be paid before delivery.
- Back ordered stock will be invoiced on dispatch. Reconciliation of quotes and invoices are the responsibility of the customer.
- The customer will be responsible for any fees relating to the recovery and collection outstanding debt or goods.

Installation

- Industrial Athletic do not carry out any installations of flooring or equipment.
- Industrial Athletic are able to provide the contact details of preferred and approved installers for both flooring and equipment.
- If you would like to discuss your installation, please contact us.

Cancellation

All orders are automatically processed on our secure merchant processor and sent for shipment as soon as they are placed, or held in our warehouse pending the final dispatch. During this process we incur irreversible fees. Therefore, while we understand that orders might need to be changed sometimes, we are unable to do it free of charge after a certain point. We strictly adhere to the following cancellation policy:

- IA reserves the right to keep paid deposits for made to order items or custom orders. Deposits are non-refundable.
- If you cancel your order BEFORE it has been dispatched, IA will refund your deposit less 10% of the unfulfilled items value.
- If you cancel your order AFTER it has been dispatched, the cancellation will have to be treated as a [Return](#) with all applicable fees (restocking fee 20% of the value to be returned + return costs).
- Orders which are REFUSED AT DELIVERY will be assessed all of the applicable fees listed above - including restocking, cancellation and other applicable fees.