



Terms and Conditions for Custom and Indent Orders

- All orders will be included in the next container order placed with the factory; arrival dates may vary depending on container frequency. CTR will offer an estimate arrival at time of ordering, please bear in mind we must fill a 40ft container before the order can be sent to the factory. Timing of such can vary throughout the year.
- A 30% non-refundable deposit is required to confirm all custom and indent orders. If deposit is not received your order is not confirmed and may not be included in the container.
- The factory will provide an approximate shipping date, if this varies from the estimate given to you at time of ordering CTR will update you with new arrival information.
- CTR is unable to make any changes to orders after confirmation by factory. Please check all details contained within your order to ensure the correct item is being ordered on your behalf.
- Once container has departed from the last port (origin or transit port) CTR will update you with arrival into Sydney and approximate despatch window.
- On arrival into Sydney port CTR will know the date of unpacking at our warehouse and will send final invoices for payment and make delivery arrangements.
- Custom and Indent orders need to be finalised within 7 days of unpack and availability.
- Orders without a despatch date within 14 days of unpacking will incur storage and holding fees. These charges are outlined below.

Storage and Holding Charges (all price subject to 10% gst)

Orders with invoice balance finalised

First 2 weeks Free

After 2 weeks \$25.00 per week or part thereof for 1-3cbm, \$10.00/cbm thereafter

Orders with outstanding balances

First 2 weeks Free

After 2 weeks \$35.00 per week or part thereof for 1-3cbm, \$15.00/cbm thereafter

- Any order with no payment arrangement after 30 days will be treated as abandoned with deposit funds forfeited and stock sold off to recoup CTR's expenses.
- Paying deposit is considered acceptance of the above terms and conditions.