

TECHNIPHARM POLICY ON PRICE INTEGRITY

TechniPharm Group of Companies Price integrity policy

- ✓ We deliver value through design, features and benefits.
- ✓ Our prices are set to maximize your purchase power and keep business fair to all clients but also to ensure we stay in business and pay our team appropriately.
- ✓ We are straight up about it so you will know where you stand.
- ▶ **All products will have a recommended retail (RR) price which is always plus GST and freight and in transit insurance (unless otherwise stated)**
 - This is the price that we recommend the product will cost if purchased in a store
 - For products obtained direct payments are due on invoice or within 7 days
- ▶ **Best price best deal for customised products or products over \$15000.-**
 - Best price deal: we give you the best deal upfront, or we empower you to choose.

Best price - best deal means we empower you to choose your preferred best price

- ✓ You pay 100% at time of order, you receive up to 5% discount or equivalent benefits
- ✓ You pay 50% at time of order, you receive up to 2.5% discount or equivalent benefits

Additional Costs

About freight

Freight costs... no one does this for nothing, so we make it "Ezy".

We can organize it on your behalf at best rates, but if you wish to organize your own, all good but let us know.

We show this on the invoice separately or we invoice this separately

In transit Insurance

Have you ever asked anyone about the insurance on your goods while in transit? When you make a purchase ownership changes, and that means risk changes. If you are happy to carry that risk all good.

If not we will cover that risk by means of a 1% insurance charge. This way no matter what happens, whilst on the road we replace the unit at no cost to you!

Delivery

Many items are available ex stock, however we do run out from time to time, particularly during busy seasonal times when "everyone wants one now." We will tell you when that happens and how long we expect it will take to deliver your products to you. We will do our best on all occasions, and appreciate your understanding. Customised or imported systems have variable lead times which we communicate up front with you.

Up front about business on the day

All business we do is irreversible. We assume you have all the information you need to make a qualified choice and when you have made it we will go all out to ensure you get what you expect to get. This means we make irreversible commitments and promises to our suppliers and product engineers to ensure you get what you ordered.

We are however, happy to accommodate upgrades, and may be able to accommodate small changes for say customised products, but simply changing your mind after the event is not a possibility. Our Dairy and Beef handling brand guarantee is the best in the business.

Fieldays Pricing, excluded product lines and special offers

For Fieldays® or shows we may have special offers or deals, these are mostly on purchases over \$2000.- **and exclude items already advertised as on special.**

Certain items such as Effluent irrigation and storage solutions, parts and Cowhouse fit out and custom made items are **excluded**.

At any point we reserve the right to exclude products from the best price deal if the deal is already best price deal.