

Siniat Specials Policy – NSW, Vic, Qld, TAS, SA, NT July 2021

- In order for Siniat Customer Service to provide an indicative lead time, kindly email your detailed request to customerservice@siniat.com.au with the special product requirements and an initial email advice response will be provided within 24 hours.
- All specials will be scheduled to be manufactured after a purchase order has been placed by the customer with Siniat Customer Service.
- For large volume projects please email customerservice@siniat.com.au in the first instance with the particular details including quantities and timelines so we can collaboratively develop a supply solution suited to the opportunity, an initial email advice will be provided within 48 hours.
- If we are unable to supply the requested special due to manufacturing constraints, an email advice will be sent within 48 hours.
- For Non-Standard edges and lengths; the minimum order quantity is 4 packs.
- For all other specials; the minimum order quantity will be 2000sqm. The minimum will be dependent upon the material requested.
We reserve the right to review this at our discretion. The manufactured quantity will be +/- 200sqm from the quantity ordered.
The customer will be invoiced for the manufactured quantity.
- Non-Standard edge and length specials are to be produced within 14 days from the date of order excluding Siniat Shaftliner, Intershield and OPAL which will be 21 days. The lead time for all other specials will be dependent upon the material requested.
- Etex Australia is able to hold stock for up to 7 days. All orders for specials are required to be collected within 7 days from the date of manufacture. Siniat reserves the right to invoice for any remaining quantity within a further 7 days.
- The customer needs to collect the invoiced product within a further 7 days, or it will be disposed of at the customer's expense.

All new special product requests will be handled as per the updated policy with immediate effect. Siniat Specials Policy – July 2021 is available under Downloadable Forms on the PlastaMasta Extranet.

Should you have any questions please contact the Customer Service Centre on 1300 724 505 or customerservice@siniat.com.au in the first instance.