

Procurement Lifecycle Document for Neverfail Springwater

CUAGRO2019 – Common Use Arrangement for
Bulk Groceries and Fresh Produce

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Last updated: 22 October 2021

Neverfail Springwater

ABN: 43 003 559 519

ACN: 003 559 519



Contact information

Chris Smith

Phone: 13 30 37

Mobile: 0407 596 742

Email: chris.smith@ccep.com

Website: www.neverfail.com.au

Postal Address: 261 Beringarra Ave Malaga WA 6090

Admin hours: Monday to Friday 7.00am to 5.00pm

Buying methods

Place an Order

You can use the CUA Order Form or your organisation's own order form to make a purchase from Neverfail Springwater. Please make sure that you quote the CUA number "CUAGRO2019".

Option A – Use CUA Order Form or Agency Order Form:

Step 1: (if required): Use email or phone to communicate with the Contact Person for Customer Orders – Chris Smith – via the enquiries email address as per the contact details on page 2 to set up a CUAGRO2019 Account.

Step 2: Fill in the CUA Order Form or your organisation's own order form with the products you require.

Step 3: Send the CUA Order Form to Supplier Name via a dedicated email address – chris.smith@ccep.com for fulfilment.

Option B – Use Supplier Name's Website Ordering System:

Step 1: (if required): Use email or phone to communicate with the Contact Person for Customer Orders – Chris Smith – via the enquiries email address as per contact details on page 2 to set up a CUAGRO2019 Account and Login details for the Supplier Name website.

Step 2: Browse the Supplier Name website and select the required products.

Step 3: Either pay online via the Supplier Name website or indicate that you will pay on your Account in the near future. If you have any questions, contact Chris Smith via the details on page 2 for further information.

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Minimum Order Thresholds

The following Minimum Order Thresholds apply:

- Minimum Order Threshold Product Conditions = **Not applicable**

Payment of invoices

Either pay online via the Neverfail Springwater website, or pay on your Account via EFT – Account details as follows on the bottom of each invoice:

Each department has their own individual BSB and Account Number

Contact Supplier Name – aus.neverfail.credit.enquiries@ccamatil.com

Delivery

Perth metropolitan area and the City of Mandurah

Free delivery is available to any nominated delivery point located within the Perth Region and the City of Mandurah, including any nominated carrier's depot where consignment to country areas is involved. Free delivery to these locations applies for both Standard Products and Non-Standard Products.

Products will be delivered free-of-charge to your site within 48 business hours of ordering.

Discounting

Non-Standard product discounts

The following discounts apply to Products supplied by Neverfail Springwater that are not listed in the Price Schedule

Category 3	Subcategory	Minimum Discount
Ready-to-drink Beverages	Bottled Water	15%

Disposal and recycling

Neverfail Springwater 15L bottles are returnable and reused in the market. For further details, please contact Chris Smith for any further information.

Return of rejected goods

Where prior to acceptance, the Products delivered are found to be unsuitable for acceptance due to sub-standard quality, the Customer may reject any or all of the Products ordered.

To reject the Products, the Customer must notify the Contractor within three (3) Business Days for non-perishable and one (1) Business Day for perishable or fresh produce. The Products must be removed at the Contractor's expense within such reasonable time as the Customer may direct.

Should the Contractor fail to duly and properly remove the rejected Products within the time specified by the Customer, the Customer shall be entitled to have the rejected Products returned at the Contractor's risk and expense to the Contractor's premises, whereby the Contractor must afford every facility to accept the return of the Products.

We exchange all faulty product within 48 hours of notification. Customer can contact Neverfail Springwater on 13 13 37 to arrange replacement or contact Chris Smith.

Account management and invoicing

If required, Neverfail Springwater must provide consolidated invoicing in specific formats as agreed with the Customer. The Account Manager for Customer queries and invoicing is Chris Smith who can be contacted via the details on page 2.

Contact information

General enquiries

Chris Smith

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