

## Terms and Conditions for Cash Sale Procedures

Effective Date: 01/01/2025

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### 1. Introduction

These Terms and Conditions govern the process for placing orders and making payments via credit card for products purchased from **R.W & G Johnston Pty Ltd t/a Bulk Granite Haulage** ("we", "our", "us"). By placing an order and providing payment information, you ("customer", "you") agree to these terms and conditions.

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### 2. Order Placement and Prepayment

- **Order Process:** When you place an order for delivery, you will be required to provide your credit card details. Your card details will be securely uploaded and tokenized via **BPOINT**, a secure third-party payment gateway, ensuring your information is protected.
  - **Prepayment:** A prepayment will **only** be authorized if bulk materials are being supplied. The amount of the prepayment will be communicated to you at the time of the order. This prepayment is an authorization for us to charge your card. Prepayment authorization will be at the **discretion of Bulk Granite Haulage**. Additionally, in the case of Proforma invoices, prepayment may be required via a bank transfer to our designated account. By proceeding with the order, you acknowledge the base rate and tonnage of the delivery intended.
  - **Other Payments:** For orders not involving bulk materials, any payments will be processed based on the delivery docket weight provided by the driver at the time of delivery. These payments will be authorized and processed once the delivery is completed.
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### 3. Balance Payment

- **Balance Payment:** The balance for your order will be calculated based on the final weight of the products delivered, as determined from the delivery docket.
  - **Timing of Balance Deduction:** The balance payment will be deducted from the same credit card provided at the time of booking, typically once all dockets are finalized, and the final weight is confirmed. For orders where prepayment was made via Proforma invoice, balance payments will be calculated based on the final weight delivered and invoiced the following business day.
  - **Adjustment and Refunds:** In the rare event that we under-deliver on the agreed product weight or quantity, we will process a refund for the difference. The refund will be issued to the same card provided during booking, or if payment was made via bank transfer, a refund will be processed to the original account.
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### 4. Invoices and Documentation

- **Invoices:** An invoice for your order, including the final balance, will be emailed to you within 1-2 business days after delivery. This gives us time to process delivery dockets and ensure all transactions are accurately recorded.
- **Invoice Finalization:** Once your invoice is finalized, your card details stored with **BPOINT** will be deleted from our records.

- **Follow-up for Balance Payment:** You will receive a phone call or email follow-up for the balance payment once your final invoice is issued.

### 5. Card Information Storage and Consent

- **Tokenized Card Details:** Your credit card details are securely uploaded to **BPOINT's** system, where they are tokenized for the purpose of processing payments. This means your actual card information is not stored by us; only a secure token is retained for future transactions.
  - **Storage for Future Orders:** Card details may be stored with **BPOINT** for use on future orders only with your explicit consent. You have the option to remove or update your card information at any time by contacting us.
  - **Deletion of Card Details:** Once an invoice is finalized, your card details will be deleted from our records and from **BPOINT's** system if no future orders are authorized.
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### 6. Customer Consent

By providing your credit card details and completing an order, you consent to the following:

- The authorization of prepayment on the day of or day prior to delivery.
  - The authorization of the balance payment once all dockets are finalized, typically the day after delivery.
  - The potential issuance of a refund if there is an under-delivery of product.
  - The storage of your tokenized card details for future orders, should you choose to provide consent.
  - The processing of payments via **BPOINT** and the secure handling of your card information in accordance with industry-standard practices.
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### 7. Security and Privacy

- We are committed to ensuring the security of your card details. All transactions are processed using secure, PCI-compliant methods via **BPOINT**, which employs encryption to protect your information.
  - We will never store your full card details, and we will delete any stored card information once an invoice is finalized unless you have provided consent for future transactions.
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### 8. Changes to Terms and Conditions

We reserve the right to update or amend these Terms and Conditions at any time. Any changes will be communicated to you via email or posted on our website. By continuing to use our services after such changes, you agree to be bound by the updated Terms and Conditions.

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### 9. Contact Information

If you have any questions or concerns regarding these Terms and Conditions, or if you wish to update your payment information or consent preferences, please contact us at:

**R.W & G Johnston Pty Ltd t/a Bulk Granite Haulage**

Email: [accounts@bulkgranite.com.au](mailto:accounts@bulkgranite.com.au)

Phone: 07 5495 0200

Website: [www.bulkgranite.com.au](http://www.bulkgranite.com.au)