

## How To Order

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### ZCG Distributor Trade Prices

ZCG Scalar retail distributors, RF installers and Broadcasters can contact our team of Consultants who will be pleased to assist you with complete details about our extensive range of Broadcast and Radio Frequency products. **We do not sell direct to the public or quote retail prices.**

A written quotation detailing your Trade Discount Prices and product availability will be provided upon request. Download the latest ZCG Scalar Product Catalogue from our website [www.zcg.com.au/downloads.htm](http://www.zcg.com.au/downloads.htm)

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### Stock Items

**Certain items are held in stock.**

Our Consultants can confirm availability of any item depending upon the quantity required. Orders for stock items will normally be dispatched the next working day.

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### Build Items

**Antennas and Accessories not held in stock will be manufactured to your requirements. Build times may vary according to the product, quantity required and factory loading.**

Typical lead time is 3 Working Weeks (public holidays excluded) for dispatch ex works in Lindenow, Victoria. Contact our RF Solutions Consultants for advice according to the product required.

The scheduled dispatch date will be confirmed normally within 48 hours. Freight time will depend upon the method of delivery and final destination. Please allow an adequate period before scheduling any antenna installations.

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### Urgent Priority Build Items

**For orders that require a shorter than normal delivery time, ZCG Scalar offer a priority build service depending on the product and quantity.**

Priority Build Service attracts a premium charge which RF Solutions Consultants will advise.

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### Placing Orders

**All Purchase Orders will be required in writing. Send your Purchase Order by Fax or Email.**

**FAX Orders to :**

ZCG Scalar Head Office, Lindenow, Vic on **(03) 5157 1641**, or  
ZCG Scalar Branch Office, Browns Plains, Qld on **(07) 3800 3651**, or  
ZCG Scalar Branch Office, Canning Vale, WA on **(08) 6253 8645**.

**EMAIL Orders to :** [sales@zcg.com.au](mailto:sales@zcg.com.au) or [qldsales@zcg.com.au](mailto:qldsales@zcg.com.au) or [wasaes@zcg.com.au](mailto:wasaes@zcg.com.au)

Or you may send an email message to **any of our Consultants.**

**PLEASE NOTE THAT ZCG SCALAR TERMS AND CONDITIONS OF SALE WILL APPLY.**

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### Minimum Order

ZCG Scalar reserves the right not to accept any purchase order for goods and/or services which totals **less than \$50.00**, excluding GST and Freight.

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### Payment

**For customers holding a Trading Account with ZCG Scalar**, payment is required within 30 days from the date of Invoice.

**For Non-Account customers**, we will require full payment in advance with your purchase order.

**ZCG Scalar accept payment by Credit Card, EFT bank deposit, Cash or Cheque.**

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### Order Codes

**Please use the correct "Order Code" to identify the products you require when preparing an order.**

This will eliminate the potential for any errors and assist us in speedy processing of your order. Product Order Codes appear on our website, in our Product Catalogue and also in our Price List. If in any doubt, our staff will be happy to assist you.

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### Specific Frequency Tuning Requirements

**For any antennas and accessories built for specific frequencies, we will require your Transmit and Receive frequencies (Tx and Rx) to appear in writing on your purchase order.**

The performance of your RF product will be optimised accordingly. Please take note of the product's frequency range and bandwidth limitations which appear on Specification Sheets. If you require any clarification regarding frequency and bandwidth capabilities, contact us.

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### Freight Carriers

ZCG Scalar have negotiated competitive rates with our main freight carriers **TNT** and **TOLL IPEC** in order to deliver to all destinations around Australia using the fastest and most economical services available. **A street address is required** for delivery, not a post office box.

**We will dispatch via TNT or TOLL IPEC, unless you instruct us otherwise.**

Customers can certainly nominate their own preferred freight carrier if they wish. Simply provide us the details. International customers will need to make their own freight arrangements and provide us details.

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**Freight Insurance** ZCG Scalar company policy is to **INSURE ALL OUTGOING FREIGHT** against damage or loss during transit.

The Transit Insurance rate is **1 PERCENT** of the value of goods before GST. This amount will be invoiced as a separate line item.

**IF YOU INSTRUCT ZCG SCALAR NOT TO INSURE YOUR FREIGHT, then ZCG Scalar accept no responsibility whatsoever for goods.**

If you utilise your own freight carrier, then Transit Insurance will not be provided by ZCG Scalar.

### Responsibility To Check Goods Upon Arrival

When goods arrive at their destination, **before signing** the Delivery Docket, it is the customer's responsibility to **CHECK** that all items are present and in good condition.

If anything is found to have been damaged in transit, or is missing, **make appropriate notes** on the Delivery Docket prior to signing. Then contact ZCG Scalar.

If this is not done, then any subsequent insurance claim will be rejected ! ZCG Scalar WILL NOT take any responsibility for uninsured goods or insured products signed for as being received in good order and condition, but later found to be damaged or missing.

Please instruct your staff accordingly prior to the arrival of goods.

### Warranty

ZCG Scalar warrants that all goods sold to the Buyer will be free of defects in materials and workmanship attributable to ZCG Scalar for a period of :

- ⇒ **2 YEARS** from the date of Invoice for Broadcast Antennas and Power Dividers; and
- ⇒ **1 YEAR** from the date of Invoice for all other Antennas and Accessories.

Should the Buyer find any goods to be defective in materials or workmanship attributable to ZCG Scalar within the stated warranty period, then the Buyer must complete a "**Warranty Claim Form**" explaining the defect(s) and submit this form to ZCG Scalar. The "Warranty Claim Form" is available to download from our website, or will be provided upon request.

The freight for any items returned under warranty to ZCG Scalar must be **arranged and paid by the Buyer**. ZCG Scalar at their discretion will either repair, replace or refund the cost of any goods found to have a defect attributable to ZCG Scalar within the stated warranty period.

### Return Of Goods

**No goods can be returned for credit unless ZCG Scalar have issued the Buyer with a "Customer Return Authorisation Form" explaining the reason(s) why goods are being returned. Contact us for this form.**

When goods are returned by the Buyer, a minimum **Re-Stocking Fee** of \$50.00 will be payable by the Buyer, or 15 percent of the Invoiced value of the goods returned to ZCG Scalar, whichever amount is the greater, unless stated otherwise by ZCG Scalar.

### Terms And Conditions Of Sale

**All sales are subject to our ZCG Scalar Terms And Conditions Of Sale.**

These Terms And Conditions Of Sale appear at the back of our Product Catalogue and are also available to download. Visit our website and select the menu **About Us...Terms And Conditions Of Sale**.

### Variations

**ZCG Scalar reserves the right to alter product specifications, pricing and availability at any time without notice.**

Our Consultants are always available to confirm all details for you in this regard.