



**FAX ORDER TO: (03) 8727 9002 OR PRESS SUBMIT BUTTON TO EMAIL**

[www.sayfa.com.au](http://www.sayfa.com.au)

## STANDARD STOCK ORDERS

Orders placed before 12:00pm will be dispatched by 2:00pm the following day.

- Melbourne Metro: Allow 3 - 5 hours transit time.
- Melbourne Country: Allow 1 working day transit time.
- Interstate Metro: Allow 2 working days transit time.
- Interstate Country: Allow 3 - 4 working days transit time.
- Orders collected by your company: Orders to be placed before 12:00pm in order to be ready by 7:30am the following day for collection.

## FABRICATED STOCK ORDERS

- Orders placed for fabricated items will be dispatched within 10 working days from date of order.

Note: Standard transit times will apply as noted above.

## SPECIAL FABRICATED STOCK ORDERS

- Orders placed for fabricated items which may require engineering design, special componentry ordered in etc.
- Fabrication time to be confirmed at time of order. Note: Transit times to be confirmed at time of despatch.

## URGENT ORDERS / V.I.P. SERVICE

- Any urgent deliveries required ahead of our standard dispatch times will be processed as a VIP order and given priority attention.
- Delivery time is to be confirmed with the sales team at the time of placing your order.

## THESE ORDERS WILL BE BOOKED OUT AS A V.I.P. SERVICE AS FOLLOWS:

\$100 - \$1,000 Order Value:	\$ 85.00 V.I.P. rate*
\$1,001 - \$5,000 Order Value:	\$285.00 V.I.P. rate*
\$5,001 - \$10,000 Order Value:	\$455.00 V.I.P. rate*
\$10,001 - \$20,000 Order Value:	\$925.00 V.I.P. rate*

\*Courier charges not included.

## ORDER 'TIPS'

Following points will assist us in processing your orders quickly, accurately and efficiently.

- Ensure account payments are up to date.
- Fax or email your order through with clear delivery instructions.
- Follow up with a telephone call to go over the order.
- Confirm any special requirements.

Note: Orders must be costed to confirm correct pricing is issued.

- If delivery is to be sent to site please ensure necessary site details are provided.
- Drawings provided must be clearly labelled and dimensioned with detailed fabrication instructions. Any changes to original designs must be signed off by yourself prior to fabrication commencing.
- All orders must be accompanied with an order number or job reference number to enable us to differentiate orders efficiently.

## SAYFA SYSTEMS CONTACT DETAILS

Office Hours:	7.00 am to 4.30 pm Monday to Friday
Business Address:	1029 Mountain Highway, Boronia VIC 3155
Sales Phone Line:	(03) 8727 9001
Sales Fax Line:	(03) 8727 9002
Orders Email:	sales@sayfa.com.au