

Terms and Conditions of Sale (Abridged)

Unless otherwise indicated, where the following words are used in these Terms they will have the following meanings:

- 1.1 "Order" means your request for us to supply you with particular goods or services.
 - 1.2 "Products" means the products you have purchased in this order.
 - 1.3 "Terms" means these terms and conditions.
 - 1.4 "Site" means our website, home page: www.teammed.com.au. *
 - 1.5 "We" or "us" means Team Medical Supplies Pty Ltd (ACN 150 132 504) trading as Team Medical Supplies. *
 - 1.6 "You" means the person or company who is buying the Products, and in the absence of any other agreement, means the person whose name is entered in the Order/Delivery Details.
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- 2.1 For the purposes of section 47A of the Fair Trading Act 1987(NSW),we disclose to consumers (as defined under the ACL) the substance and effect of certain terms of these Terms:
 - (a) clause 7.6 allows us to terminate your credit account or payment arrangements (as relevant) with us at any time;
 - (b) clause 15 comprises the grant by you to us of a Security Interest in the Goods supplied by us to you, including all related proceeds, as security for all or part of the payment of any amount relating to the Goods in accordance with these Terms or otherwise;
 - (c) clause 12 comprises certain limitations and exclusions of our liabilities;
 - (d) clause 20.2 comprises an indemnity in favour of us for certain claims, liabilities, losses, expenses, damages and causes of action; and
 - (e) clause 20.3 requires that on termination you must immediately pay any outstanding monies owed to us and we may cancel any outstanding order confirmations

All prices listed on the Site are expressed in Australian dollars, are exclusive of Goods and Services Tax (if applicable), are exclusive of any freight charges that may be payable by you pursuant to clauses of these Terms; and are indicative only, and therefore subject to change.

- 3.1 All payments (inclusive of GST and any freight charges that apply pursuant to these terms) must be made on order or as per agreed terms after we issue our invoice to you.
 - 3.2 Payments may be made by Electronic Funds Transfer (EFT) or credit card.
 - 3.3 No credit card surcharge will apply if payment is made within 30 days after we issue our invoice to you. However, a surcharge of 1.5% will apply to all credit card payments made after that date.
 - 3.4 EFT payments may be made to the following account: Team Medical Supplies, BSB: 063-104, A/C No: 10437452
Note: We only accept American Express, Visa, and MasterCard credit cards.
-
- 5.1 Delivery: Delivery of Goods occurs when you pick up or we deliver Goods to you, your agent or nominee or to a carrier commissioned on your behalf at the place specified by you, or as otherwise agreed.
 - 5.2 Cost of delivery: We may charge you the cost of delivering the Goods to you, and where possible will include the cost of delivery in the Quote. You must pay for any further costs after the Goods have been delivered.
 - 5.3 Instalments: We reserve the right to make deliveries in instalments and these Terms shall be severable as to such instalments, in which case payment for each instalment is a condition precedent to subsequent instalments.
 - 5.6 Freight charges: If your Order includes Goods that are heavy, large, or sensitive (such as furniture imaging equipment), prior to Dispatch:
 - (a) we will inform you of applicable freight charges; and
 - (b) Unless agreed otherwise, you must pay us all freight charges prior to Dispatch.
 - 5.7 Risk passes on delivery: Risk of loss or damage to, and title to, the Goods shall pass to you at the time of delivery to your chosen location as per the Order.
 - 5.8 Availability: The delivery of any Goods is subject to availability.
 - 5.9 No liability for delay: We will use reasonable efforts to deliver the Goods to you by the date and to the place specified by you. Without limiting clause 12 (full terms), if the Delivery of the Goods is delayed:
 - (a) we shall not be liable for late delivery or delay in delivery; and
 - (b) the delay does not give you the right to cancel an Order or terminate this agreement.
-
- 5.1 This clause applies to Products that are not Cold Chain Products.
 - 5.2 If your Order totals more than \$250.00 (excluding GST) and your Delivery Address is within the Sydney, Melbourne, Brisbane, or Adelaide metropolitan areas, then we will deliver the Products to that address by external courier at our cost. If your order is outside the metropolitan areas then you agree to pay us a handling charge of \$10.00 (excluding GST). *
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- 6.1 If your Order totals more than \$500.00 (excluding GST) and your Delivery Address is within the Sydney, Melbourne, Brisbane, or Adelaide metropolitan areas, then we will deliver the Products to that address by external courier at our cost. If your Order totals less than \$500.00 (excluding GST) and your Delivery Address is outside the metropolitan area the following handling charge apply: *
 - 6.1.1 \$15.00 (plus GST) if, at the time you submit your Order, we have agreed to supply goods or services to you on credit terms*; or
 - 6.1.2 \$20.00 (plus GST) if, at the time you submit your Order, we have not agreed to supply goods or services to you on credit terms. *
-
- 8.1 We warrant to you that all Products are approved for sale in Australia and/or New Zealand. Save where otherwise expressly provided in these Terms, or implied by legislation not excluded by these Terms, we give you no other warranty as to any quality or condition of any Products delivered to you.
 - 8.2 To the extent permitted by law, any condition or warranty that may be implied or otherwise read into this contract (including, without limitation, any condition or warranty imposed by the Sale of Goods Act 1923 (NSW) and its equivalents in other jurisdictions) is hereby excluded.*
 - 8.3 Regardless of such exclusion, if you are a consumer within the meaning of the Australian Consumer Law then you may still be entitled to the benefit of consumer guarantees imposed under that legislation.
-
- 9.1 You may cancel any Order provided that we have not yet Dispatched the Goods to you, or the items on the order are not Buy In/Non-Returnable Goods, and the order was placed within the last 28 days..
 - 9.2 You may terminate this agreement for convenience by sending us 30 days' Written Notice to that effect.

- 10.1 This clause has effect subject to any contrary law that is not otherwise excluded by these Terms.
- 10.2 You must inspect the Goods immediately upon Delivery and may only return the Goods if:
- (a) they do not materially comply with the Order; or
 - (b) if permitted by law, including the ACL.
- 10.3 If any or all of the Goods delivered were damaged, defective, or incorrect when delivered, then you must give us Written Notice of that fact within 3 Business Days after the Delivery Date.
- 10.4 If you provide Written Notice in accordance with clause 10.3 above:
- (a) we may require you to return the relevant Goods to us for our inspection and will reimburse you for your reasonable costs of returning them provided that, upon receipt of the returned Goods, we are satisfied that the relevant Goods were damaged, defective, or incorrect;
 - (b) and you establish to our reasonable satisfaction that the relevant Goods were delivered in a damaged or defective condition, your sole remedy shall be limited (as we may elect) to us offering to:
 - (i) replace the relevant Goods; or
 - (ii) refund to you of the purchase price by the issue of a credit note or a credit card account refund against return of the Goods;
 - (c) and you establish that we delivered the incorrect Good to you, we will offer to replace that Good with the correct Goods at our cost.
- 10.5 If we offer to give you a refund or replacement pursuant to clause 10.4 above, you must accept that offer by returning the relevant Goods to us in their original condition and packaging within 14 days of receipt of our offer.
- 10.6 If we extend an offer for refund or replacement, we will issue you a Return Goods Authorisation number which must be referred to and included with the relevant Goods when you return them, so that we can match the Goods with the relevant entries in our systems.
- 10.7 If you fail to give Written Notice in accordance with clause 10.3 above, the Goods shall be conclusively presumed to be in all respects in accordance with your Order and free from any defects that would be apparent on reasonable examination, and you shall be deemed to have accepted the Goods accordingly.
- 10.8 Regardless of anything otherwise provided for in this clause 10, if you have an issue with Goods that we sourced specifically for you, we will only accept returns if those specifically sourced Goods are defective.
- 10.9 Any warranty claims for defective Goods will be dealt with in accordance with the manufacturers policy or applicable legislation.
- 10.10 Under no circumstances will Cold Chain Goods be accepted for return unless they are damaged, defective or incorrect. Short term expiry dates will be considered on a case by case basis. A "short term expiry date" is an expiry date no longer than 6 months from date of invoice.
- 10.11 Freight charges applied on the original invoice may not be credited.
- 10.12 Team Medical Supplies reserves the right to charge freight, handling and/or restocking fees on all returns.
- 10.13 Under no circumstances will Buy In/Non-Returnable Goods be accepted for return unless they are damaged, defective or incorrect. Short term expiry dates will be considered on a case by case basis. A "short term expiry date" is an expiry date no longer than 6 months from date of invoice.
- 10.1 All descriptions, illustrations and indications or price of Products provided in this catalogue, on the Site or otherwise communicated to you are for guidance only and intended merely to present a general idea of Products. To the extent permitted by law, nothing contained in any such description, illustration or indication of price shall form any part of these Terms.
- 11.1 You can give us a Written Notice by sending it to us via Email: info@teammed.com.au or Fax: 1300 22 44 60.
- 13.1 Legal capacity: You represent and warrant to us that you have the legal capacity to enter into and have the power to comply with these Terms.
- 13.2 Indemnity: You agree to indemnify and keep us indemnified in respect of all damages, losses, costs and expenses (including legal costs) that we may incur as a result of your breach or alleged breach of these Terms.
- 13.3 Termination by us: If a Default Event occurs:
- (a) we may, without limiting any other right we have under these Terms, terminate any outstanding Order and any contract for the supply of Goods to you;
 - (b) all payments and any other monies due under these Terms become immediately payable.
- 13.4 Termination by you: If you terminate this agreement pursuant to clause 9.2, all payments and any other monies due under these Terms become immediately payable by you.
- 13.5 Entire agreement: Each Order and the supply of Goods by Team Medical Supplies pursuant to an Order shall be governed by these Terms. These Terms and the Order constitute the entire agreement between you and Team Medical Supplies in relation to any Products ordered and supplied through the Website.
- 13.6 Lawful purpose: You must ensure the Goods are used only for lawful purposes and in accordance with applicable laws.
- 13.7 Binding: These Terms bind our successors, administrators and permitted assigns and your executors and permitted assigns or your successors, administrators and permitted assigns (as applicable).
- 13.8 Assignment: We may without notice to you assign, transfer and/or sub-contract our rights and/or obligations (in whole or in part) under these Terms. You may not assign, transfer, hold on trust or otherwise delegate any of your rights or obligations under these Terms without our prior written consent.
- 13.9 Force Majeure: If a Force Majeure Event occurs, we may:
- (a) totally or partially suspend any Order or any deliveries relating to an Order during any period in which we may be hindered due to that Force Majeure Event; and
 - (b) elect to extend at our discretion the period for performance of an obligation under these Terms as is reasonable in all the circumstances.
- 13.10 Severability: Each clause in these Terms is severable and if any clause is held to be illegal or unenforceable, then the remaining clauses will remain in full force and effect.
- 13.11 Waiver: No failure, delay, relation or indulgence on our part in exercising any power, right or remedy precludes any other or further exercise of that or any other power, right or remedy.
- 13.12 Privacy: By accepting these Terms, you acknowledge that you have read and accept the terms in our Privacy Policy: <https://www.teammed.com.au/privacy-policy>.
- 13.13 Governing Law: This Agreement is governed by the laws of New South Wales and each party submits to the non-exclusive jurisdiction of the courts of New South Wales.
- 14.1 We are regulated by the Australian Privacy Principles contained within the Privacy Act 1988. Team Medical Supplies will not obtain or use any information you provide in a manner inconsistent with those principles. We will only ask for and use personal information we reasonably need to conduct our business.
- 14.2 Please refer to our Privacy Statement for further information.



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you can
trust



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the quality
trusted by
healthcare
professionals.

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Pricing

We have taken considerable care to ensure the accuracy of pricing at the time of publication. As we regularly receive pricing changes from our suppliers, all pricing is subject to change without notice. All prices are subject to 10% GST unless marked with * (GST Free). Bulky Freight charges will apply when you see this icon.



Products

We stock a wide range of products to suit the needs of our varying customer base. To enquire about a product not listed in this catalogue please contact our Customer Service team or visit our website.

Our product range is constantly evolving; we continually add new products to our range, the manufacturer may also discontinue products. We have taken care to ensure accuracy for product specifications, manufacturers may change product specifications including the warranty from time-to-time.

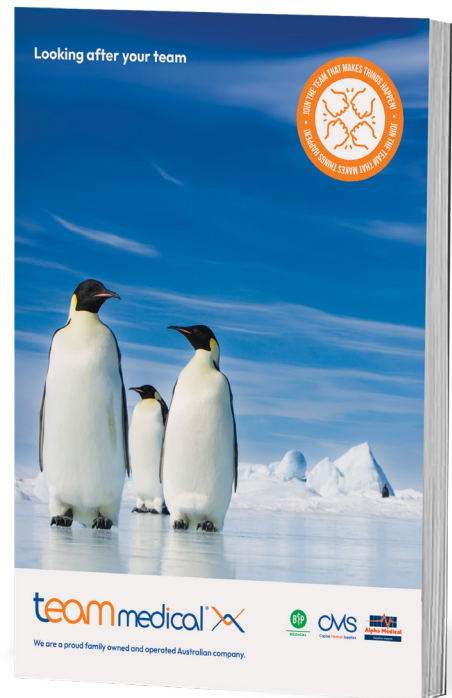
If a sales unit is not listed against a product, it is sold as an each.

Images

We regularly receive products with new packaging. Product images are for reference only, goods supplied may vary.

Copyright

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PAYMENT OPTIONS

Pay by EFT

EFT payments can be made for both Team Medical Supplies & BP Medical customers to:

Acct Name: Team Medical Supplies

BSB 063-104 Acct No 10437452

Please send remittance advices to ar@teammed.com.au

Pay by Credit Card

Credit card payments can be made online on our website or via phone 02 9658 0299

We accept Visa, MasterCard and AMEX with no additional fees for payments received within 30 days of invoice.

HOW OUR ACCOUNTS TEAM HELPS YOU

Our awesome accounts team loves to help you keep on top of your busy days. Did you know that they:

- send reminder emails start and end of the month
- supply you with a unique monthly finance link to view your invoices, statements and make payments
- answer the phone to help with your queries
- bake awesome cakes (well, that's for us, not you) and lots more



Most questions you can answer yourself, when you log into your customer portal on www.teammed.com.au or look through our FAQ section about accounts on www.teammed.com.au/faq/. Otherwise, give us a call or send us an email.

WE ARE A BUSINESS FOR GOOD



When a customer pays their account balance in full, we bring **life-saving healthcare** to a community in Western Kenya.

Learn more about our giving impacts at www.teammed.com.au/esg-giving-back



Setting up a new practice?

We're the right team for the job

Team Medical has extensive experience when it comes to setting up your surgery. We specialise in seamless clinic setup, laying the foundation for lasting success. Whether you're looking to expand by one room or outfit a new super GP clinic with 20 rooms or more, we've got you covered.



Need a Quote Today?

Give us a call or use our online form for a quick estimate.

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We service a number of medical professions with medical supplies and solutions.

Contact us to talk with one of our sales team specialists

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<p>Medical Students</p>	<p>Podiatry</p>	<p>Allied Health</p>
<p>Dentists</p>	<p>Occupational Health</p>	<p>Chemist and Pharmacy</p>



VACCINE HUB

Stay informed and up-to-date with our Vaccine Hub. Whether you're looking for essential product information, or yearly statistics, we've got you covered.

www.teammed.com.au/influenza



DO YOU RECEIVE OUR PRODUCT SPECIALS?

Our specials are packed full of great pricing, special offers and bonus deals. It's also a great place to discover new products.

If you're not currently receiving our specials, send an email to info@teammed.com.au and we will add you to our mailing list.



You can always find the latest specials on our website

<https://www.teammed.com.au/specials>



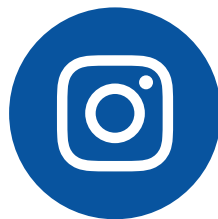
DO YOU FOLLOW US ON SOCIAL MEDIA?



Team Medical Supplies



Team Medical Supplies



@teammedsupplies



Team Medical Supplies

WE VALUE YOUR FEEDBACK

We pride ourselves on having the best service, so if something is not meeting your expectations at any stage please do not hesitate to let us know.

Your honest feedback helps us improve and evolve our level of service whilst also identifying opportunities to assist customers in realising their business objectives.

Send your feedback to info@teammed.com.au.

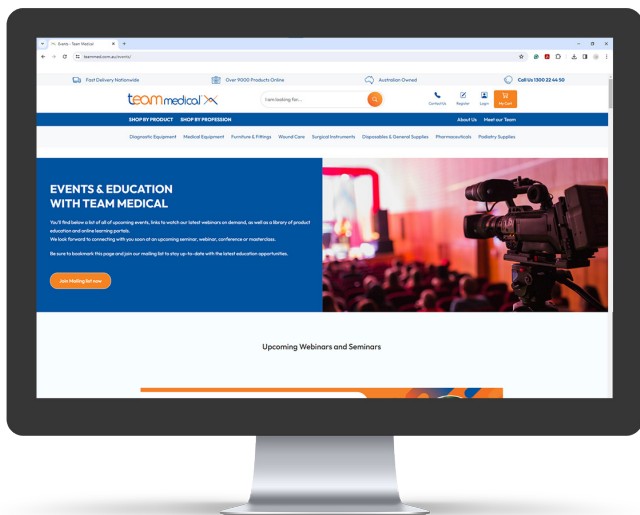


EDUCATION, COMMUNITY AND SUPPORT

Quality education is powerful.

At Team Medical, we pride ourselves on choosing and sharing valuable and relevant content with our customers. This can be in the form of:

- ✓ Educational videos from our suppliers
- ✓ Events with renowned speakers
- ✓ Watch on Demand webinars to revisit content
- ✓ Topical industry articles
- ✓ Educational posters for your practice
- ✓ Relevant marketing emails



Want to join the fun?

Head to www.teammed.com.au/events



Whilst there, bookmark our events page and sign up to our events newsletter. You can even watch our latest webinars on demand, and view our library of product education.





GET ONLINE WITH US



User Friendly Ordering

Your cart will not be emptied, even when you log out, meaning you can build your order over time.



Time Saving Order Forms

Create, edit and name your own order forms; 100% customisable to suit the needs of your practice.



Purchase History

Place an order directly from your purchase history. You can also export a CSV file of your purchase history.



Transaction Download

Download PDF Copies of statements, invoices and credit notes.



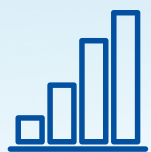
Order Tracking

View and track the delivery status of your orders.



Back Order ETA's

View ETA's for items on back order.



Stock Level Indicators

View stock availability at time of order, allowing you to make informed product choices.



Secure Online Payment

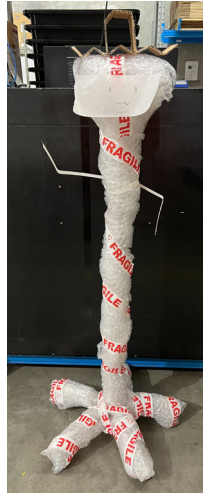
Pay your invoices securely online via credit card. We accept Mastercard, Visa and American Express.



www.teammed.com.au



All the hard work cannot happen without lots of laughter and fun activities. The team likes to let their hair down and show off their multiple talents.



Take a look at a few fun posts from our recent internal competition.

Sherrie
Fun and Everyone Matters. I have fun working with incredible people who are not just team mates but also good friends.
2 files



Emma Weal
Fun! Still waiting for a Team karting day...
FB_IMG_1677060553999.jpg



4 2 1






 QUALITY


 Everyone Matters


 Social Impact



SUSTAINABLE PRODUCTS... *it's the E in ESG*

You can take steps towards a greener and more sustainable healthcare practice by choosing environmentally friendly products. Explore our range of eco-conscious solutions, and learn more about how you can minimise your practice's ecological impact with your product choices.

Choose a biodegradable alternative for everyday items

MUN's Avalon and COATS Biodegradable Gloves, along with Clinell Universal Wipes featuring Compostable Fibers, undergo a natural decomposition process facilitated by microorganisms. Adapting to various environmental conditions, these products reduce burdens on ecosystems and landfills, aligning with sustainability goals.



Switch to a compostable solution

Environ Holloware leads the charge in reducing the environmental impact of single-use plastics by decomposing into nutrient-rich compost. Opting for compostable solutions reflects a commitment to responsible practices, contributing to a healthier planet. Both Environ Holloware and Clinell Biodegradable wipes limit environmental impact with sourcing from readily renewable materials.

Did you know?

For a product to be classed as compostable, it must break down into nutrient-rich compost, enhancing soil fertility and fostering an environment conducive to plant growth.



Buy locally made products to reduce carbon footprint

Supporting local goes beyond patriotism – it's an eco-friendly choice. Reduce your carbon footprint with Australian-made products like Viraclean and Bactol, manufactured in the Hunter region. Illuminate your practice with planet medical lights from Byron Bay, and protect your staff with bpositive level 2 face masks, proudly made in Sydney. By choosing locally sourced products, you contribute to a more sustainable future for both your practice and the environment.





Reuse to reduce waste

The staggering number of disposable instruments ending up in landfills each year is a concern we cannot ignore; in 2023, we alone sold over 500,000 disposable instruments. Consider a MELAG Autoclave as an alternative – a reusable solution that reduces waste and minimises the carbon footprint associated with manufacturing and disposal.

Opting for sustainable practices is not just about caring for the environment; it's also a wise investment in the long-term financial health of your practice.



Sustainability - it isn't a passing trend

HEINE stands out in this commitment by prioritising durability in crafting instruments, highlighting that longevity is a key aspect of sustainability. From the innovative use of salvaged materials from World War 2 to the present-day utilisation of recycled refrigerators in the making of instrument handles, HEINE exemplifies a dedication to a circular economy, with only 1.8% of their waste ending up in landfill.

Notably, their recent move to a purpose-built facility demonstrates a forward-looking commitment, achieving an impressive 86% reduction in greenhouse gas emissions between 2021 and 2022. When you choose equipment from environmentally conscious manufacturers, you are investing in products that endure the test of time and uphold rigorous environmental standards.



Join us on this journey towards sustainability, making conscious choices that promote wellness for all – humans and the planet alike.

What is Team Medical doing for a greener future?

- ✓ We've installed a 99KW Solar Electricity System in our Sydney Warehouse and Head Office with plans to double the system by mid 2025
- ✓ Wherever possible we ship our vaccine orders in recycled cardboard boxes, in 2023, this saved the use of over 436,000 polystyrene eskies
- ✓ Use recycled paper packaging in place of plastic bubble wrap
- ✓ We offset our carbon with B1G1, every month we:
 - provide 600 days of solar lighting to families
 - fund the planting of 220 trees for forest protection
 - provide income generation for families by funding the planting of 60 tangerine trees
- ✓ Plus much more!

Together, let's create solutions for a healthier world, one eco-friendly decision at a time.



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Long-standing Customer



About switching Medical Supplier:

Since we switched over to Team Medical, the customer service, the assistance from our Account Managers and the availability of stock in a timely turnaround has been amazing.

New Team Medical Customer.

About our deliveries:

I want to say a big thank you to Team Medical for making today's delivery possible. We are so appreciative of your efforts – the beds are in place as the final piece to our new clinic in the hospital.

A delighted new Clinic Customer, QLD.

QUALITY



Our growth since our inception can be attributed to our outstanding service and our focus to listen to our customers. We are flexible to our customers' needs.

