



RCPA GROUP - SERVICE FEES
Effective 1 April 2019

Service Fee	Description	Charge (\$)
Site Delay	One hour of off-loading time is included in the standard price of delivered goods. Delay in excess of one hour incurs extra charge.	Site Delay Charge: \$180/hr (or part thereof)
Extra Drops	For FOG (freight on ground) deliveries only a single drop location is allowed for in the standard price of delivered goods. Extra drops can be accommodated with sufficient notice at an extra charge	Extra Drop Charge: \$180/drop
Changes to Orders/ Deliveries	Changes to an order/delivery (with less than 24hrs notice) which necessitate additional labour or transportation costs may incur an extra charge.	Late Variation Charge: \$180/hr (or part thereof)
Outside Hours	Delivery outside of standard delivery hours (7am – 5pm) may incur an extra charge.	Outside Hours Charge: POA
Waiting time outside normal	One hour of off-loading time is included in the standard price of delivered goods. Delay in excess of one hour incurs extra charge.	Outside Hours Charge: POA
Minimum Delivered Quantity	Deliveries are subject to a minimum charge, based on tonnage and delivery zones from the relevant despatch yard. See your local RCPA Group entity for further detail on costings	Freight Recovery Charge: See your local RCPA Group entity for costings. Deliveries of 150km or over require a separate quote.
Order Cancellations	Order cancellations may incur an extra charge.	Cancellation Charge: 30% or 100% (for standard and nonstandard products respectively), plus original freight delivery charges plus freight charges to return the product.
Delivery Cancellations	Cancellation of a delivery with less than 24hrs notice may incur an extra charge.	Delivery Cancellation fee: \$300 plus the original delivery charge
Returns	Only standard products may be returned provided they are in a merchantable condition, restocking charges apply. Non-standard products (as defined in our Standard Terms & Conditions) cannot be returned unless they are defective, and a claim must be lodged within 30 days of goods receipt.	Restocking Charge: 30% of price plus original cost to transport, plus cost of transport to return to depot.
Storage	Storage charges may apply where products remain undelivered (or uncollected in the case of customer pick-ups) for 30 days past the agreed delivery date and are being stored at an RCPA depot.	Storage Charge: POA
Credit Card fee	Any agreed payment made by Credit Card (Mastercard and Visa only) will be on-charged at the cost to RCPA	Credit Card fee: those costs charged to RCPA for accepting the credit card payment

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