

Global Cleaning Supplies Terms and Conditions

Welcome to Global Cleaning Supplies. These Terms and Conditions ("Terms") govern your use of our website, products, and services. By accessing or purchasing from Global Cleaning Supplies, you agree to be bound by these Terms. Please read them carefully before using our services. These Terms outline the rights and responsibilities of both Global Cleaning Supplies and our customers, covering aspects such as product purchases, payments, returns, warranties, and limitations of liability. We reserve the right to update these Terms at any time, so we encourage you to review them periodically. If you have any questions or concerns regarding these Terms, please contact our customer support team.

Use Of Site

To use the Global Cleaning Supplies website, you must be at least 16 years old or have the consent of a legal guardian. By accessing and using our site, you confirm that you meet this requirement and have the legal capacity to enter into agreements under Australian law. To make purchases or access certain features on our site, you may be required to create an account. When registering, you must provide accurate, current, and complete information. You are responsible for updating your account details if any changes occur. Global Cleaning Supplies reserves the right to suspend or terminate accounts that contain false or misleading information. You are responsible for maintaining the confidentiality of your account credentials, including your password. Any activity conducted through your account is your responsibility, and you must immediately notify Global Cleaning Supplies of any unauthorised use or suspected security breach. We are not liable for any loss or damage arising from unauthorised account access due to your failure to maintain security.

Orders and Payments

All orders placed with Global Cleaning Supplies are subject to acceptance. An order is considered accepted once a confirmation email is issued by us. We reserve the right to reject or cancel orders for any reason, including but not limited to stock availability, pricing errors, or suspected fraudulent activity. If an order is cancelled after payment has been processed, a full refund will be issued.

All prices displayed on our website and in any communications are in Australian Dollars (AUD) and inclusive of GST (Goods and Services Tax) unless stated otherwise. Prices are subject to change without prior notice. In the event of a pricing error, we reserve the right to cancel or amend an order, with the customer being notified accordingly. We accept the following payment methods for all purchases: Mastercard, Visa, PayPal

All payments must be made in full at the time of purchase. Orders will not be processed until payment is successfully received and verified. Global Cleaning Supplies complies with

Australian taxation laws. GST is applied to all taxable products and services as required by the Australian Taxation Office (ATO). Customers purchasing goods for export or international use may be responsible for any applicable import duties, taxes, or customs fees in their respective countries. It is the buyer's responsibility to ensure compliance with all relevant tax obligations.

Shipping and Delivery

At Global Cleaning Supplies, we offer reliable shipping services across Australia. Our wholesale orders are available for delivery nationwide, while our online store serves customers within Sydney only.

For Sydney metro orders, a \$10 delivery fee applies to purchases under \$100, while orders over this amount qualify for free delivery. For wholesale orders outside of Sydney, shipping costs are calculated based on the size, weight, and destination of the order. These costs will be confirmed at checkout or upon inquiry.

Deliveries take place Monday to Friday, between 9:00 AM and 5:00 PM (excluding public holidays). Estimated delivery times may vary depending on order size, location, and courier availability.

Once an order has been dispatched and handed over to the courier, the risk of loss or damage transfers to the customer. Global Cleaning Supplies is not responsible for lost, stolen, or damaged parcels after dispatch. If any issues arise, we recommend contacting the courier service or our support team for assistance.

Returns and Refunds

At Global Cleaning Supplies, customer satisfaction is our priority. We offer refunds, repairs, and replacements in accordance with the Australian Consumer Law and the terms set out in this Policy.

Consumer Guarantees: Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to cancel your service contract with us and receive a refund for the unused portion, or to compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

If you receive the products or services as stated but simply change your mind, we may, at our discretion, offer you a refund or exchange provided that:

You notify us within 7 days of receipt.

In the case of services, the services have not already been performed.

The product is in its original condition, unused, and in its original packaging.

If a product you ordered is damaged during delivery:
Please contact us as soon as possible.

Return the damaged product in the condition it was received, along with any packaging and other items.

We will organise to repair the damaged product, collect and replace it with an equivalent product, or provide a refund, provided you contact us within 30 days from the date you received the product.

We may refuse to provide a repair, replacement, or refund if:

You misused the product in a way that caused the problem.

You knew or were made aware of the problem(s) with the product or service before you purchased it.

You asked for a service to be done in a certain manner, or you requested alterations to a product, against our advice, or you were unclear about what you wanted.

Any other exceptions apply under the Australian Consumer Law.

If a product you purchased fails to meet one or more Consumer Guarantees under the Australian Consumer Law, we will bear any costs of shipping the product back to us.

If the product satisfies the terms of our Change of Mind policy, you are responsible for any costs associated with shipping the product back to us.

To initiate a return, please follow these steps:

Contact our customer support team at sales@globalcleaningsupplies.com.au within 30 days of receiving your order. Provide your Invoice/order number and details of the item(s) you wish to return. Our team will review your request and provide return shipping instructions.

Ship the item(s) back to us using a trackable shipping method.

Once your return is received and inspected, we will notify you of the approval or rejection of your refund. If approved, your refund will be processed within 1-5 business days, and the amount will be credited back to your original payment method.

Intellectual Property

All content, materials, and information displayed on the Global Cleaning Supplies website, including but not limited to text, images, logos, graphics, product descriptions, pricing, software, and website design (collectively, "Content"), are protected by Australian intellectual property

laws, including the Copyright Act 1968 (Cth) and the Trade Marks Act 1995 (Cth), as well as international IP treaties. Unless otherwise stated, Global Cleaning Supplies owns or has the appropriate licenses for all intellectual property rights in the Content. This includes: All written content, images, and website design elements are protected under copyright law.

All registered and unregistered trademarks, logos, and branding elements belong to Global Cleaning Supplies or their respective owners. Any innovative cleaning product designs or processes displayed on the site may be protected under applicable patent and design rights.

You may access and use the website for personal, informational, and non-commercial purposes only. Any unauthorized reproduction, distribution, modification, or commercial use of the Content without prior written consent from Global Cleaning Supplies is strictly prohibited.

Without explicit permission, you may not: Copy, reproduce, or republish Content for commercial purposes. Modify, edit, or create derivative works from any Content. Use trademarks, logos, or branding in any manner that implies endorsement or affiliation. Reverse-engineer or attempt to extract source code from any software on the site. Some Content, such as product images or third-party trademarks, may belong to other entities. Use of such materials is subject to the rights of the respective owners, and Global Cleaning Supplies does not grant any license to use third-party intellectual property. Global Cleaning Supplies reserves the right to take legal action against any unauthorised use, reproduction, or infringement of its intellectual property rights.

Prohibited Conduct

At Global Cleaning Supplies, we are committed to maintaining the highest standards of ethical and legal conduct in accordance with Australian laws. Any conduct that is unlawful, dishonest, or unethical is strictly prohibited and may result in disciplinary action, termination of employment, or legal consequences.

Fraud and misrepresentation, including falsifying documents, providing misleading information, or engaging in deceptive practices, are strictly forbidden. Employees and business partners must always act with integrity and honesty in all dealings with customers, suppliers, and regulatory authorities. Similarly, bribery and corruption, such as offering or accepting improper payments or incentives to gain business advantages, are prohibited under the Criminal Code Act 1995 (Cth).

Anti-competitive behaviour, including price-fixing, bid-rigging, or abusing market power, is not tolerated and may constitute a breach of the Competition and Consumer Act 2010 (Cth). Additionally, all employees must ensure that marketing and sales practices comply with the Australian Consumer Law (ACL) by avoiding misleading or deceptive conduct, false advertising, or misrepresentation of products and services.

Maintaining a safe, respectful, and inclusive workplace is essential. Discrimination, harassment, bullying, or any form of workplace violence is unacceptable, as is any breach of occupational health and safety (OHS) standards set by Safe Work Australia. Employees must also adhere to all environmental regulations, ensuring proper handling and disposal of chemicals and avoiding any conduct that could cause harm to the environment, in compliance with the Environment Protection and Biodiversity Conservation Act 1999 (Cth).

Confidentiality and data privacy must be upheld at all times. Employees are required to protect sensitive business information, including trade secrets and customer data, and comply with the Privacy Act 1988 (Cth) to prevent unauthorised access, use, or disclosure. Furthermore, the theft or misuse of company assets, whether physical resources, intellectual property, or financial resources, is strictly prohibited.

All employees, contractors, and business partners are expected to comply with these standards and report any suspected misconduct or violations to management or the designated compliance officer.

Disclaimers and Limitation of Liability

Global Cleaning Supplies ("we," "our," "us") provides cleaning products and related services on an "as is" and "as available" basis. While we strive to ensure accuracy, we make no warranties, representations, or guarantees, express or implied, regarding the completeness, reliability, or suitability of the information, products, or services available on our website or through our business operations. To the fullest extent permitted by Australian Consumer Law (ACL), we disclaim all warranties, including but not limited to merchantability, fitness for a particular purpose, and non-infringement.

Nothing in this disclaimer is intended to exclude, restrict, or modify rights under the Australian Consumer Law (ACL). If any product or service supplied by Global Cleaning Supplies is found to have a major failure, you are entitled to a replacement, refund, or compensation for reasonably foreseeable loss or damage. To the extent permitted by law:

We are not liable for any indirect, incidental, special, consequential, or exemplary damages, including but not limited to loss of profits, business interruption, or data loss arising out of the use or inability to use our products or services. Our liability for any claim related to our products or services, whether under contract, tort (including negligence), or otherwise, is limited to the amount paid for the specific product or service in question. We are not responsible for any improper use, handling, or application of our products that falls outside manufacturer guidelines or reasonable expectations.

Our website or communications may contain links to third-party websites or references to third-party products. These are provided for convenience only, and we do not endorse, control, or accept responsibility for their content, accuracy, or practices. We reserve the right to update, modify, or revise this disclaimer at any time without prior notice. Continued use of our website or purchase of our products implies acceptance of the most recent version of this disclaimer. For further information regarding your consumer rights, visit the Australian Competition & Consumer Commission (ACCC) website at www.accc.gov.au.

Indemnification

Global Cleaning Supplies ("the Company") shall not be liable for any claims, damages, losses, or expenses incurred by the purchaser ("the Customer") or any third party arising from the use, misuse, or inability to use the products supplied. The Customer agrees to indemnify and hold harmless the Company, its directors, employees, agents, and affiliates against any liability, including but not limited to legal costs, claims, demands, actions, or proceedings, whether direct or indirect, arising from:

Product Use and Handling – Any injury, loss, or damage resulting from the Customer's use, storage, handling, or disposal of the products, including failure to adhere to safety instructions or regulatory compliance.

Third-Party Claims – Any claims made by third parties, including but not limited to end-users, employees, contractors, or distributors, due to the Customer's actions or omissions relating to the products supplied.

Breach of Law or Contract – Any breach of Australian consumer law, environmental regulations, workplace health and safety requirements, or other applicable laws resulting from the Customer's actions or negligence.

Misuse or Modification – Any liability arising from alterations, modifications, or misuse of the products beyond their intended use or specifications provided by the Company.

Business and Economic Losses – Any indirect, consequential, or economic losses, including loss of profits, revenue, business opportunities, or reputational damage, arising from the Customer's purchase or use of the products.

This indemnity shall survive the termination or expiration of any contractual agreement between the Company and the Customer and shall apply to all transactions unless otherwise agreed in writing. Nothing in this clause excludes any liability that cannot be lawfully limited or excluded under the Australian Consumer Law (ACL) or other relevant legislation.

Governing Law

The governing law for Global Cleaning Supplies in Australia falls under several key regulatory frameworks that ensure the safety, efficacy, and environmental impact of such products. These laws regulate the importation, manufacturing, distribution, and labeling of cleaning supplies to protect consumers and the environment.

Therapeutic Goods Act 1989 – If cleaning products contain antibacterial or disinfectant claims, they may be classified as therapeutic goods and require approval from the Therapeutic Goods Administration (TGA).

Australian Consumer Law (ACL) – Enforced by the Australian Competition and Consumer Commission (ACCC), this law ensures that cleaning products meet safety and labeling requirements, including accurate ingredient disclosure and warnings.

Industrial Chemicals Act 2019 – Managed by AICIS (Australian Industrial Chemicals Introduction Scheme), this law regulates the importation and use of industrial chemicals in cleaning supplies, requiring registration and compliance with environmental and health safety standards.

Poisons Standard (SUSMP) – The Standard for the Uniform Scheduling of Medicines and Poisons (SUSMP) classifies hazardous chemicals used in cleaning products, specifying labeling, packaging, and handling requirements.

Environment Protection Laws – Various state and federal environmental laws, including the Environment Protection and Biodiversity Conservation Act 1999, regulate the disposal and environmental impact of cleaning chemicals to minimise pollution and hazardous waste.

Work Health and Safety (WHS) Regulations – Businesses must comply with Safe Work Australia regulations to ensure safe storage, handling, and use of industrial cleaning chemicals in workplaces.

These laws collectively ensure that cleaning products sold in Australia are safe for use, properly labeled, and environmentally responsible.

Changes to These Terms

Global Cleaning Supplies reserves the right to modify, update, or amend these terms and conditions at any time to ensure compliance with Australian laws and industry regulations. Any changes will be effective immediately upon publication on our official platforms unless otherwise specified. Customers and stakeholders are encouraged to review these terms periodically to stay informed of any updates. Continued use of our products and services after such modifications constitutes acceptance of the revised terms.

Contact Information

For any questions regarding our **Terms and Conditions**, please contact us at:

Email: Info@globalcleaningsupplies.com.au

Phone: 02 8519 9276

Address: 16/20 Meta St Caringbah, NSW, 2229

