



**ABSORB**

Filter Sand, Floors & Nozzles

Handbook *for*

# Absorb **Customers**

*New Zealand*

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February 2025

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## Account Application Process for Business and Individual Customers Online Form

If you haven't already done so, visit our website <https://www.absorb.nz/online-credit-application>. Complete the online form to apply for an account. Once submitted, it will be processed.

### Paper Form

If you prefer, you can [download](#) a paper copy of the form from the website. After completing the paper form, please scan and email it to [accounts@absorb.nz](mailto:accounts@absorb.nz)

### Important

Please ensure that you carefully read the accompanying handbook and pass it on to anyone who will be responsible for ordering or collecting goods from Absorb.

## Absorb Information

If you are a business customer, your accounts team will require information to set Absorb up as a Supplier as below. If you need anything further, please contact [accounts@absorb.nz](mailto:accounts@absorb.nz)

Company Information	
Company Name	Absorb It Ltd
GST Number	135-825-454
Company Number	8337505
NZBN Number	9429050456598
Established	30 March 2022
Postal Address	46 Waiau Street, Torbay, Auckland 0630
Physical Address	452b Tauwhare Road, Matangi, Hamilton 3284
Contact Information	
Business Line	+64 7 829 5060
<b>Managing Director (and Sales)</b>	<b>Steve McIntosh</b>
Mob.	+64 27 2828032
Email.	sales@absorb.nz   steve@absorb.nz
<b>Admin, Accounts and Logistics</b>	<b>Amanda Corp</b>
Mob.	+64 27 2825032
Email.	accounts@absorb.nz   amanda@absorb.nz
<b>Operations</b>	<b>Robyn Ogden</b>
Mob.	+64 27 2824032
Email.	operations@absorb.nz
Web Address	www.absorb.nz
Bank Account Information	
Bank / Branch	Westpac, 515 Pollen Street, Thames



Deposit

Thames  
515 Pollen Street, Thames, NZ

Paid in by (first and last name): \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Phone number: \_\_\_\_\_ Notes: \_\_\_\_\_

For the credit of: \_\_\_\_\_ Coins: \_\_\_\_\_

ABSORB IT LIMITED

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## Ordering

### Purchase Order Requirement

To ensure we process your orders quickly and accurately, we prefer a valid purchase order (PO) before we can provide any goods or services. The PO helps us verify important details like quantities, pricing, and delivery instructions, so everything is correct.

If you ticked NO to supplying a PO while applying for an account, please be aware that this may lead to delays in processing or shipping as we may need to verify your order or shipping details with you.

Please send your PO or order to address, [accounts@absorb.nz](mailto:accounts@absorb.nz), to avoid any delays.

By submitting a PO, you're helping us keep things running smoothly and ensuring you get the best service possible.

### Reseller Orders – No Paperwork Request

If you are a reseller and prefer that no paperwork (such as invoices, packing slips, or price details) be included with the product when delivered to your customer, please ensure you notify us **at the time of ordering**.

We understand the importance of keeping pricing and transaction details confidential between you and your customers. Simply indicate your preference, and we will ensure that no paperwork is attached to the shipment, allowing for a seamless and professional experience for your end customer.

*Absorb It Ltd will not be held liable for any issues if we do not receive clear instructions indicating that the order is a reseller order, and we include paperwork with the shipment. Further, we accept no liability for any issues that arise from the absence of these documents. It is the reseller's responsibility to confirm the accuracy of the order and provide any necessary documentation to your customers.*

## Packaging, Delivery, Collection and Returns

### Packaging

We offer two packaging options for your order - **pallet packing** or **handloading\***. If you choose pallet packing, your order will be placed on one or more pallets and securely wrapped for transport. The cost for pallet packing and wrapping is subject to change at any time. If you return the pallet in good condition before the due date for payment of your invoice, we will credit you a percentage of the pallet charge. Alternatively, you may opt for handloading, where your order will be packed without the use of pallets.

### Delivery

We offer delivery to **anywhere in New Zealand** that is accessible by truck or courier. Delivery costs will vary depending on your **location**, the **weight**, and **volume (m3)** of the product being shipped.

If you require your order to be delivered to you, please ensure you provide:

1. Please tell us that you'd like your order delivered.
2. An **accurate delivery address** including any special directions.
3. **Contact name** and **phone number** of the person receiving the delivery.

Products being freighted typically require a **forklift** for unloading, and often sufficient space for a **truck** and **trailer** to access your location. If your site does not have a forklift or enough space for a

truck and trailer, **please inform us at the time of ordering**. This is important, as it may affect the delivery price and arrangements.

4. Is there room for a **truck and trailer unit** at your delivery address, or **small truck only**?
5. Is a **forklift** available to unload, **tail lift** only, or **hiab** requirement?

We aim to provide a smooth and efficient delivery experience, so providing clear and accurate delivery details upfront will help us serve you better.

## Collection Terms

You are welcome to collect your order, however we would prefer prior notice of your arrival – this is for your safety and ours. To arrange a time or to let us know you're on your way, phone 027 282 5032.

We are a working site with heavy machinery in operation. Upon arrival, please follow these instructions:

1. **Park in the driveway entrance.**
2. **Visitors (driver and/or passengers who have to get out of the vehicle) are to go immediately to the Office to make themselves known. DO NOT wander around to find someone. Any passengers must either stay in the vehicle or also move to the Office.**
3. **All visitors are required to sign in at the Office.**
4. **Visitors will be directed where to move their vehicle for loading.**
5. **Visitors are to wear hi-viz.**
6. **Visitors (if used as a spotter for the forklift operator) are to ensure they stay in the vision of the forklift operator, but stand well-clear of any moving machinery during loading. Passengers are to stand in the safe zone (the office deck).**
7. **Visitors are not to wander during loading.**
8. **Visitors are required to sign for their load.**
9. **Visitors are required to sign out in the office.**

## Handloading

If your order requires handloading, it is the customer's responsibility to complete this process. Our staff may assist if their workload allows, but please note that they may be too busy to provide assistance. **Absorb It Ltd** shall not be held liable for any injury sustained by yourself during the handloading of your order.

## Payment

### Due Date

Payment for invoices is due on the **20th of the month following** the date of the invoice. For example, if your invoice is dated **January 15th, payment is due by February 20th**.

## Reference

When making a payment, please include your Invoice Number as the reference to ensure it is correctly allocated. If you are paying multiple invoices in a single payment or typically send a remittance, kindly send to [accounts@absorb.nz](mailto:accounts@absorb.nz). This will help us allocate payments correctly.

## Statements

Absorb sends statements out by email, generally before the 5<sup>th</sup> of the month following. If you have a zero balance our system will not send out a statement unless we manually request it. If you would like to request a statement, please email [accounts@absorb.nz](mailto:accounts@absorb.nz)

## Late Payments

We understand that occasional delays may occur, but please note the following actions may be taken if payment is not received by the due date:

1. **Late Fees:** A 10% late fee may be applied to any payment not received by the 30<sup>th</sup> of the month following.
2. **Account Reversion to Cash Sale:** If payment is not received within 60 days of the due date, your account **will** revert to cash sale only. Future purchases or services will require upfront payment before delivery or service is provided.

We strongly encourage timely payment to maintain your account status and continue enjoying the benefits of account-based transactions. If you need to discuss any payment concerns, please contact accounts - **027 282 5032** or [accounts@absorb.nz](mailto:accounts@absorb.nz).

## Returns and Exchanges Policy

We accept returns on media products, excluding non-returnable special-order media, under the following conditions:

1. The product must be in original condition and unopened.
2. The product must not be wet.
3. A receipt/proof of purchase is required for all returns.

Please note that a 20% restocking fee will apply. Freight costs for returning the product are your responsibility.

If you meet these conditions, we will process your return or exchange promptly. If you have any questions or need assistance, please contact us.

## Terms and Conditions

All transactions with us are subject to our **full Terms and Conditions**, which can be found on our website [www.absorb.nz/company-and-admin-info](http://www.absorb.nz/company-and-admin-info). By placing an order or engaging with our services, you agree to abide by these terms, and the terms in this handbook. We encourage you to review them regularly, as they may be updated from time to time. For any questions or clarifications, feel free to contact us.

## Privacy and Data Protection

We take your privacy seriously and are committed to safeguarding your personal information.

### Your rights

You have the right to access, correct, and request the correction or deletion of your personal information.

### How we use your data

We collect and store your information to process orders and improve our services. We do not share this information with anyone else.

For more details, please review our Privacy Policy at [https://www.absorb.nz/files/Privacy\\_Policy-version\\_Oct\\_2024.pdf](https://www.absorb.nz/files/Privacy_Policy-version_Oct_2024.pdf).

## Handbook Version

It is the responsibility of all customers to ensure they have the most current version of this handbook. **Absorb It Ltd** reserves the right to update and modify the contents of this handbook at any time. We recommend that you regularly review the handbook to stay informed of any changes to our policies, terms, and procedures. A copy of the latest version is always available on our website at [www.absorb.nz/company-and-admin-info](http://www.absorb.nz/company-and-admin-info). By continuing to engage with us, you agree to abide by the most recent version of the handbook. If you have any questions or need clarification, please contact us.

To ensure you have the latest version of the document, check the end four digits of the version code. The last digits, "1.2411," represent the year and month of the most recent update (November 2024 in this case). For example, "CA-G-2411.500.1.2411" indicates the document was last updated in November 2024 (2411) and is version 1.

## Conclusion

Thank you for choosing Absorb. We value your business and are here to ensure you have a great experience. If you have any further questions or need assistance, please don't hesitate to contact us.

Download our latest brochure – click "[Product Brochure](#)"!