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Content

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on2Site portal

on2Site portal is for Trade Customers

A Trade Customer is a customer that holds a credit account with JA Russell. Trade Customers may use the on2Site portal section of this website to access their account information and engage in online trading with JA Russell. JA Russell may withdraw the right of any Trade Customer to use the on2Site portal at any time without notice.

Access security for on2Site portal

A username and password is required to use the on2Site portal and access the Trade Customer’s account information and engage in online trading with JA Russell. An Administrator Username will be provided to the Trade Customer. The Administrator Username can create further usernames and tailor the range of information that each such username can access using the on2Site portal. The Trade Customer is responsible for deciding whether or not to use your Administrator Username to create other usernames for your employees or others to use. The Trade Customer is responsible for any commitments with JA Russell made by you or on your behalf using your Administrator Username or any other usernames created by your Administrator Username. The Trade Customer is responsible for maintaining the confidentiality and security of your Administrator Username and password and all other usernames and passwords.

Online Trading - ordering process, pricing, availability and collection/delivery date requests

When you order goods from JA Russell using this website, you are making an offer to purchase those goods from JA Russell. JA Russell may accept or decline that offer in its sole and absolute discretion. An order will not be considered to be accepted by JA Russell until the goods are dispatched by JA Russell for delivery to, or pick up by, you. In all cases, the sale and purchase of goods initiated online through this website are governed by and subject to JA Russell’s credit policy and JA Russell’s standard Terms of Trade as amended from time to time and displayed on this website.

Unless expressly stated otherwise, the prices and charges listed on this website do not include GST. Prices do not include installation, fixings or accessories unless expressly stated otherwise. Additional freight charges may also apply where you have requested that the goods be delivered to you.

Prices are subject to change without notice. Please note that we reserve the right to alter prices at any time prior to dispatch of the goods. If this should happen after you have ordered the goods, we will contact you to confirm that you wish to proceed with the order at the altered price prior to dispatching the goods.

Online and in store pricing may differ.

All goods displayed are subject to availability. Not all branches stock or display all goods. All information on this website regarding the availability of goods (including, without limitation, indicators as to whether a good is in stock) and stock on hand quantities is provided as a good faith estimate and not as a commitment. We are not bound by such estimates and are not liable for any loss, damage or other consequence arising because such information is not correct. Please note that availability of goods and stock on hand quantities information on this website is updated overnight prior to the start of each trading day and is not updated in "real time" to take account of purchases as they are made during the trading day.

If, when placing an online order for goods, you request a collection date/time or a delivery date, we will endeavor to meet that request, but we are not bound to do so. Where we think that we will not be able to meet your request, we will endeavor to tell you and advise an estimated ready for collection or delivery date. We are not liable for any loss, damage or other consequence arising because a requested collection date/time or delivery date or any other estimated ready for collection or delivery date is not met.

Remember that price information may change at any time

As noted above, the pricing information on this website may change at any time without notice. While we always endeavor to make changes to our pricing once a month at the end of the month (with these changes being effective from the first trading day of the next month), this is not always possible. Prices may change at other times without notice.

If you download price information from the on2Site portal section of this website to use within your business (for example, by downloading your My Catalogue or your All Product files), it is your responsibility to ensure that the downloaded price information that you are using at any time is up to date and accurate at that time.

Promotions

All promotions (including, without limitation, special prices, give aways, other special deals or competitions) displayed on this website are for Trade Customers only and are subject to the specific terms and conditions for that promotion. Unless expressly stated otherwise, all promotional pricing does not include GST. All promotions apply only while stocks last.

Links to other websites

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