



WalkSmart

Supplier Expectations Document



23rd April 2020



Introduction

We have the responsibility to our customers of providing superior products and after sales services.

It is of utmost importance to us that the performance of our suppliers' support remains high to ensure a successful supplier-retailer relationship.

We take this very seriously.

The main factors we take into account when evaluating supplier performance are:

- Adherence to warranty provisions
- The quality of the product and after-sales service provided
- Compliance with any contractual terms and conditions
- The ability to meet delivery schedules
- The efficiency in response to requests for information
- The speed and cooperation in resolving problems and/or settlement of claims
- Product safety, regulatory electrical compliance and quality control procedures
- Company size, and insurances

We may choose to cease trading with a supplier for any of the following reasons:

- Failure to fulfil warranty expectations
- Poor performance based on contractual compliance
- Submission of false information
- Bankruptcy or a decision of legal incompetence
- Failure to respond to three successive invitations without reasonable explanation
- Criminal conviction or civil judgment against the supplier for any offence indicating a lack of business integrity or business honesty

New Supplier Introduction

Suppliers who wish to enter into a business relationship with WalkSmart must submit a company profile, sign the WalkSmart supplier contract and sign the supplier declaration form. The responses to the specific questions contained in the profile allow WalkSmart to make an initial assessment of potential suppliers, and completion of the profile is required in order to proceed to the next steps of the selection process.

We request the following information from a new supplier applicant:

- Supplier Name
- Supplier ABN
- Year Business Established
- Telephone & Email Contact
- Description of Products / Services

Our product safety, regulatory electrical compliance, quality control and insurance requirements:

- We require safety documentation if you supply low voltage electrical equipment that is designed, or marketed as suitable, for household, personal or similar use. Low voltage electrical equipment that is rated at:
 - Greater than 50 V AC RMS or 120V ripple-free DC (extra-low voltage) and
 - Less than 1000V AC RMS or 1500V ripple-free DC (high voltage)
- Please ensure your company is registered on the National Equipment Registration System
 - What is your supplier number?
 - What is the expiry date of your registration?
- Please confirm that all goods supplied will meet the following criteria:
 - Australian Standard (If appropriate standard exists)
 - International Standard (IEC) (If appropriate standard exists)
 - In lieu of an appropriate Australian or International standard existing all goods supplied must be declared to meet AS3820:2009 (Essential safety requirements for electrical equipment) by signing below.
 - Signature: _____
- What quality control procedures are in place offshore and onshore? Quality Control procedure / statement / policy / certification e.g. ISO 9001 to be provided
- Please supply a copy of your Product Warranty Statement(s)
- Please supply a copy of your Product Returns Policy
- Please supply a copy of your Public & Product Liability insurance certificate of currency?
- Please supply a copy of your Recall insurance certificate of currency?
- Please supply a copy of your Professional Indemnity insurance certificate of currency?

Initial Supplier Commitment Requirements

The supplier must provide WalkSmart four products within each SKU for each retail store without initial cost. Two of the four products will be on a loan agreement for in-store consumer demo use, while the other two units will be made available for sale and paid for after sold. If no sale is made within the first 30 days, WalkSmart may choose to return all units with the supplier bearing the cost.

Additional requirements:

- 30 day credit account for stock
- Stock buy-back option for unsold stock
- 12 months warranty & support
- Initial parts supply buffer covering every primary part for each SKU
- 5% no-cost parts supply

Adherence to warranty provisions

Goods and services supplied by the Supplier to WalkSmart must align with the expectations of the Australian Consumer Law.

- If a product from the Supplier is defective within the warranty period, the Supplier must provide WalkSmart a solution within a reasonable timeframe (two weeks). WalkSmart will have the options to request:
 - Replacement parts for retail staff to proceed with a repair
 - Replacement product
 - Product repaired by the Supplier, inclusive of door-to-door shipping
- If a product issue from the Supplier is not resolved within a reasonable time (two weeks), then WalkSmart will have the option to receive a full credit.
- Any additional costs associated with a product repair covered under warranty by the Supplier must be reimbursed by the Supplier.
- If there is a situation of warranty dispute between WalkSmart and the customer, then WalkSmart has the right to return the product to the Supplier for full credit.
 - A warranty dispute: a situation where the vendor and the customer dispute over whether a product fault should or should not be covered under the store warranty.
 - Often with electric vehicles, a warranty dispute is difficult to define.
- The warranty time of a Suppliers product shall begin from the date of sale between WalkSmart and the customer, and not from the date of sale between WalkSmart and the Supplier.