

INTERNATIONAL FAQ

+ Who can I contact?

For **INTERNATIONAL** (Peak Care Branded & Imported) general enquiries:
imports@peak-care.com.au

For access to the website (login credentials): sjohnson@peak-care.com.au
For invoice queries: accounts@peak-care.com.au

Or call our office on (02) 4272 2688.

+ Who are the international suppliers and how long do the containers take to arrive?

CONTAINER	BROADCAST	ETA from the date of broadcast.
Bullson	Every 2 months	2 months
China Warehouse	Monthly	2 months
Nova Vietnam	Every 2 months	4-5 months
Nova Taiwan	Every 3 months	4-5 months
Sigma	Every 2 months	3-4 months
Funke Medical	Every 3 months	4-5 months

+ Where can I find the ETA of a container?

You can find the ETA for the container on our website under Weekly Container Update, in International; you **MUST** be signed in to access this section of our website.

How to navigate:

1. Sign in to peak-care.com.au.
2. Select *International*
3. Select *Weekly Container Update*



+ When can I place an order?

Orders can be placed at any time. However, broadcasts indicate the closure of order periods. Once a broadcast closes, we begin consolidating and preparing orders for production and/or dispatch - meaning any new orders may need to wait until the next cycle.

Best Practice for Placing Orders:

- Keep Domestic and International items separate.
- Place one order per supplier rather than mixing suppliers. This ensures clarity around which items belong to which broadcast and helps avoid delays or confusion.

+ What is a Factory Direct?

A Factory Direct (FD) order is a full-container shipment made specifically for you outside of the standard order broadcast periods. These orders are:

- **Made to order** and shipped directly to your location for unpacking.
- **Cost-efficient** by avoiding local courier charges (outside of cartage) and reducing unpack costs.
- **Standard pricing** – no discounts or freight reductions apply.

Please note: Factory Direct orders are not available for China Warehouse (CW) products, except for Superlite and Lite rollators.

+ What is a Broadcast?

A Broadcast is a notice advising that the order-taking period is closing. These emails are typically sent out between the last week of one month and the second week of the following month.

Broadcasts let Members know that we are about to begin consolidating orders and commence dispatch or production.

+ Where can I find a Catalogue?

Catalogues are available on our website - simply log in, click on International, and select Download Catalogue for the catalogue of your choice.

An updated copy with current pricing is also attached to each broadcast for your convenience.

+ Is the spare part in stock?

Possibly! To make this clearer, we've introduced a tier system in our catalogues:

- T1: Stocked and regularly maintained
- T2: Currently stocked, but will not be replenished once sold out
- T3: Not stocked; requires ordering at MOQ

Pricing can be found in the 3PL-SYD catalogue for items held locally, as well as in each supplier's catalogue.

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NOVA TAIWAN		PEAK CARE					
EDI MEMBERS: edi@peak-care.com.au		SUPPORTING INDEPENDENCE					
<small>Where SKUs and RRP are listed, these are recommended prices only - all members are free to set their own resale prices as they see fit for their business</small>							
IMAGE INDEX	ITEM CODE	DESCRIPTION	MEMBER PRICE <small>ESTIMATED SALES</small>	QTY PER CTN	UOM	ORDER MULTIPLES	RRP <small>SALES</small>
	N4501-RS02-FX	Brake Lever With Brake Cable And Wire For R Side	\$8.00	10		T2 - Stock available - then MOQ at zero	
	N4500-VP2110-FX	ARM PAD PU (TAIMA GUTTER ARM)	\$16.00	10		T2 - Stock available - then MOQ at zero	
	NWE641310-FX	Flat Washer Zinc - Black	\$0.06	10		T3 - MOQ on purchase	
	N4500-J02-FX	Back Strap Only 700mm	\$10.34	10		T3 - MOQ on purchase	
K	N4500-VP24-FX	Gutter Arm Set Only	\$157.36	10		T2 - Stock available - then MOQ at zero	
K	N4507-BP01-FX	Gutter Arm Set Only	\$157.36	10		T2 - Stock available - then MOQ at zero	
	N4500-J04-FX	Back Strap Only 800mm With Logo	\$10.72	10		T3 - MOQ on purchase	
	NHP03-024-FX	HANDGRIP ANATOMICAL TPR LEFT - TAIMA	\$2.26	10		T3 - MOQ on purchase	
	NHP03-025-FX	HANDGRIP ANATOMICAL TPR RIGHT - TAIMA	\$2.26	10		T3 - MOQ on purchase	
SPARE PARTS FOR B9095-FX (Deluxe Bath Transfer Bench)							
	B426AA-A-FX	Extension Legs with Suction Feet - 190mm	\$7.00	10		T2 - Stock available - then MOQ at zero	
	B426AC-A-FX	Extension Legs with Suction Feet - 268mm	\$15.00			T1 - Item kept in stock locally	
	B426AD-A-FX	Extension Legs with Suction Feet - 280mm	\$5.45	10		T3 - MOQ on purchase	
	NTA28-005-FX	Suction Tip	\$4.00	10		T2 - Stock available - then MOQ at zero	

SUPPORTING INDEPENDENCE



+ Can I cancel/amend my order?

In most cases, orders cannot be changed once production or dispatch consolidation has started. To avoid disappointment, please assume that your order cannot be altered once placed.

+ How Do Warranties Work?

Our warranty process is simple and similar to how we manage domestic supplier claims:

1. **Complete the Warranty Claim Form** – fill in as much detail as possible.
2. **Attach Photos** – clear images of the issue will speed up assessment.
3. **Send to** imports@peak-care.com.au – once received, our team will review the claim.

What Happens Next?

Depending on the issue, at our discretion, we may:

- Supply a replacement spare part,
- Provide a replacement product (if available), or
- Arrange a refund/credit.

The more detail you provide – especially with photos – the faster and easier it is for us to resolve your claim.

+ What Are The Freight Charges?

Freight charges apply to **ALL** imported products.

At times, it is referenced as landed cost, which is the cost of the product plus freight, **EXCLUDING** local courier costs (from the unpacker to your store). You will need to organise, at your cost, to either pick up or courier the order to your store/warehouse.

Freight rates vary by shipment and are influenced by factors such as seasonality, container fill efficiency, and the destination state(s).

To simplify, freight is charged as a percentage of Cost of Goods (CoG):

China Warehouse (CW) orders: typically 8–12%
Other suppliers: typically 12–19%

Final charges are confirmed at the time of invoicing, giving you upfront cost certainty.

+ When Do I Need to Pay For My Order?

Invoicing for international orders is issued at the time of dispatch from overseas. We receive an invoice from the supplier when they ship it and, to ensure we can pay them on time, we provide Members with an invoice on shorter trading terms than our domestic orders.

International orders are generally net 7–14 days. This means payment is often required before the stock arrives in the country.

Because Peak Care products have minimal markup, timely payment is essential. Delays place unfair strain on other Members who, in effect, subsidise late payments.

While the payment terms are shorter, the savings Members receive on imported goods make this trade-off worthwhile.



+ How Much am I Paying?

Prices shown on our website and catalogues should be treated as an **estimate only**. Final pricing can vary due to factory costs and fluctuations in the USD/AUD exchange rate.

The **true price** is always confirmed on your invoice.

Because Peak Care's goal is to pass along the best possible pricing, adjustments may be required at short notice. Even with these changes, our prices remain highly competitive and are designed to ensure you can stay competitive in your market.

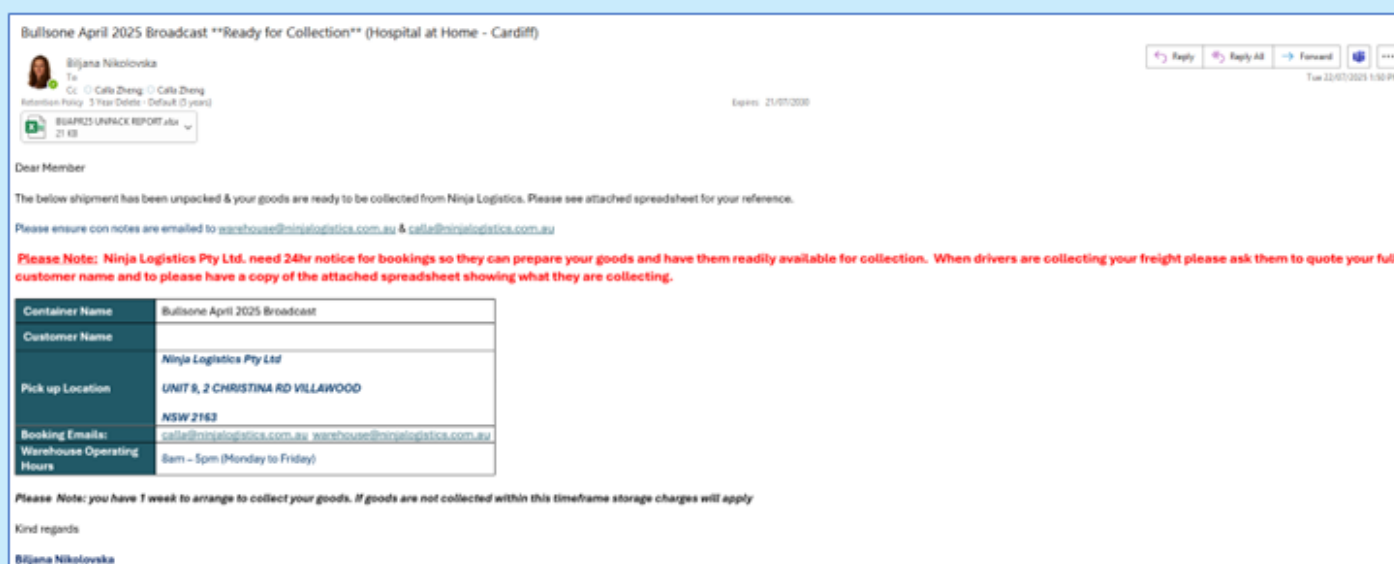
+ Where is My Order For Pick-up?

Once goods have arrived and are being unpacked, Biljana will email you an unpack report. This will list your items, their dimensions, and the location for pick-up, as well as the timeframe in which you must organise pick-up. Please note that the location may differ from previous shipments, so check the details carefully.

A reminder that there is a **time limit for pick-up**, which will be advised on your *Ready for collection* email.

If goods are not collected within the allocated window, they will be dispatched to you via courier at Peak Care's discretion, with an invoice to follow.

This helps avoid additional storage and handling fees and ensures a smoother process for everyone.



+ Why Didn't The Container Land in My State?

Container landing locations are decided to ensure fairness across all Members.

As a general rule:

- If a container for your state is **80%+ full**, we'll land it locally.
- If there's only enough demand for **one container across all Members**, it will usually land in **Sydney**, as this provides the most centralised option for distribution.

How to improve your chances:

- **Increase order volume:** Larger, consolidated orders help us fill containers more quickly. We'd rather overfill than underfill.
- **Coordinate locally:** In states with fewer Members (e.g. WA, SA), working with nearby Members to place joint orders (even once every two months) can help reach volume targets.
- **Consider Factory Direct.** If consistent local landings are critical, you can arrange a full container direct to your site (see "What is a Factory Direct?").

If you'd like to discuss options, please reach out to me directly or the team via imports@peak-care.com.au.



+ Why Did I Not Get What I Ordered?

There are a few reasons why your order may not have been fully supplied.

- **Container Capacity** – Sometimes a shipment is slightly overfilled. In these cases, some items must be culled.
- **MOQ (Made-to-Order Products)** – If production minimum order quantities aren't met, we may need to cancel the item unless orders can be increased. All affected Members will be given the chance to increase their order to meet the MOQ.
- **China Warehouse Stock** – Orders are filled on a first-come, first-served basis. If there isn't enough stock, your order will go on backorder. Older orders are prioritised, with the remainder fulfilled once production catches up.
- **Late Orders** – Orders placed after the cut-off may not be included. Sometimes we can fit them in if additional volume is needed, but this isn't guaranteed.

How We Handle This:

For **CW orders**, anything not included will be **backordered** for the next shipment. For **other suppliers**, anything unable to fit will be **cancelled**. You'll need to place a new order if you want those items included in the next shipment.

We'll always notify you if adjustments are required.

+ How Do Container Volumes Work?

Peak Care imports in two container sizes:

- **20ft Container** – ~26 CBM capacity (fits approx. 175 Ellipse Lite/Superlite Rollators).
- **40ft High Cube (HC)** – ~66 CBM capacity.

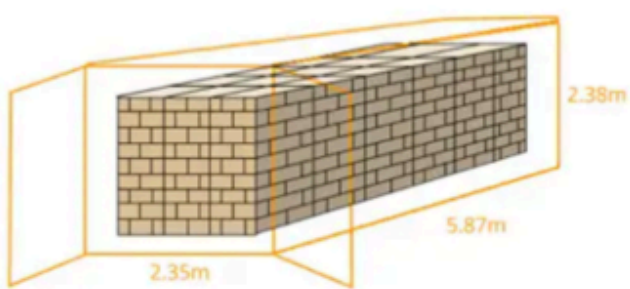
Packing methods:

- South-East Asia: packed as loose cartons.
- Europe (e.g., Funke Medical): shipped as pallets.

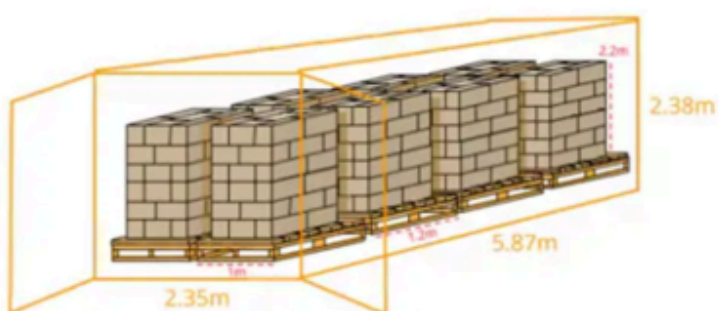
Why it matters:

Freight is charged per container, regardless of how full it is. A half-empty container costs the same as a full one. That's why we always work to maximise space – it helps keep landed costs as low as possible for Members.

20ft Containers can typically be loaded with:

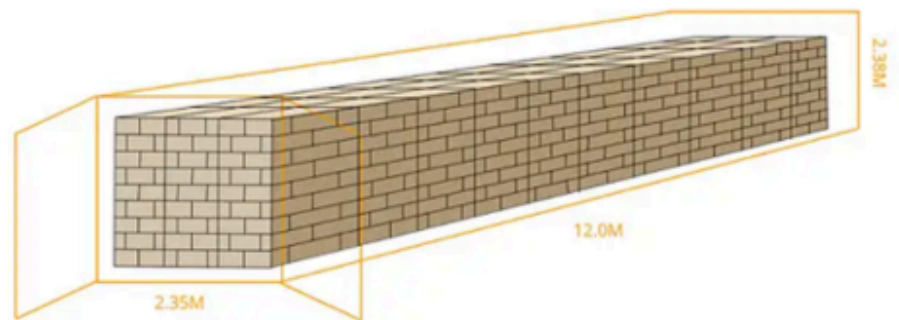


25-28cbm loose cartons

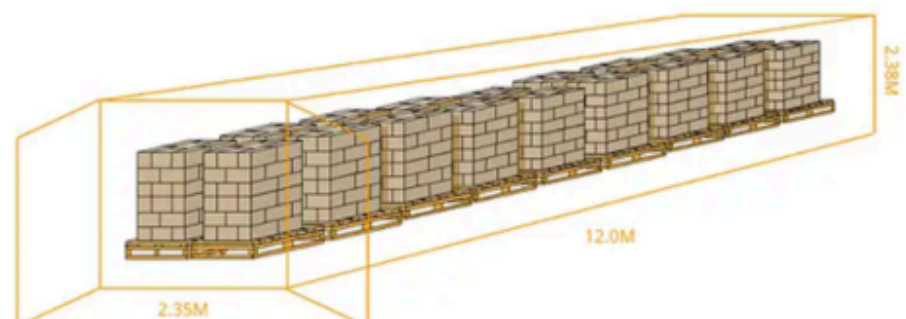


8 large pallets (220cm)

40ft Containers can typically be loaded with:



54-58cbm loose cartons



18 large pallets (220cm high)

