

Guideline 5 - Arrangements with suppliers and customers

- Seek advice in relation to all exclusive purchase or supply arrangements before entering into them. This includes supply or purchase arrangements at a special price or on special terms if the supplier or purchaser agrees to restrict its supplies to, or purchases from, other companies.
- Do not supply goods or services (or give a discount or other incentive on those services) to a student on the condition that they also purchase goods or services from a third party (other than related companies).
- Seek advice in relation to any proposed bundling of two or more products or services for sale as one package to students – including bundles solely supplied by related companies.
- Seek advice in relation to any discount or other incentives offered to students to purchase more than one kind of product or service from your company (including from related companies).
- Do not specify an exact or minimum price at which resellers must resupply or advertise products or services. However, feel free to recommend a price or state a maximum price for resale.
- Do not price below cost, refuse to supply or offer less advantageous terms to a competitor or new entrant without seeking advice.
- Make sure all decisions are based on legitimate commercial reasons, such as increasing efficiency or lowering costs. Language that suggests a desire to 'damage' a competitor should not be used.
- If you suspect that a student or supplier has misunderstood something, clarify it.
- Act fairly and do not take advantage of a superior negotiating position.
- Give students and suppliers an opportunity to seek advice on your agreements.

