

RETURN OF GOODS POLICY & PROCEDURE



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POLICY

Keytek Pty Ltd has a generous and flexible "RETURN OF GOODS" policy. The details of this policy and the procedures required to implement this policy are as follows.

Keytek will accept goods returned under the following conditions.

- a) The customer will firstly fax or email Keytek customer Service with details of the proposed return on a RAN Request Form **BEFORE** any goods can be returned. Upon receipt of the request Keytek will then advise customer of their options concerning their request. The Customer Service Department will issue a **RETURN AUTHORITY NUMBER (RAN)** which will be used as a future reference.
- b) The customer will provide all relevant details on the request form referencing the appropriate Keytek Invoice.
- c) Freight arrangements for return of goods.
 - (i) If the goods are faulty or incorrectly supplied, Keytek will pay the freight and will nominate the carrier and the freight category. Keytek will not be responsible for freight charges if any other carrier is used.
 - (ii) For goods returned for any other reason apart from faulty or incorrectly supplied products, the freight will be at the expense of the Customer.
- d) On receipt of the goods Keytek will check to determine the state of the goods and weigh them.
 - (i) If, in the expert opinion of Keytek, the goods are faulty or incorrectly supplied, then a credit for the full amount of the original invoiced value for that item will be raised. It will be referenced to the RAN.
 - (ii) If the goods are not proved to be faulty or incorrectly supplied, they will be returned to Customer at their freight expense. Alternatively, for non-faulty goods or goods returned for any other reason a rehandling and restocking charge of 20 % of the original invoice value for that item will be made and a credit will be issued on that basis.
 - (iii) If any of the goods returned are damaged or defaced in any way which could prevent the goods from being sold then no credit will be issued.
- e) In order to claim a credit for goods incorrectly supplied either quantity or product, Keytek must be notified within 48 hours of receipt of these goods. Beyond this time Keytek reserves the right not to recognise any claim.

All other goods will be accepted for return up to a maximum of 12 months from the invoice date.

- f) Non stocked items, i.e items not listed in the Keytek official price lists, specifically ordered by a customer will ONLY be accepted for credit if the product is faulty and ONLY within 30 days of receipt of the goods.

No credit for any reason will be issued for goods purchased more than 12 months prior to the claim being made.

PROCEDURE.

To return goods to Keytek the following simple procedure must be followed

- a) Phone, Email or Fax Keytek Customer Service Department in Melbourne on; sales@keytek.com.au Phone (03) 9560 5711 Fax (03) 9574 9478 to request an RAN Request Form. Return Form to Keytek with explanation of proposed return and Customer Service will advise of **RETURN AUTHORITY NUMBER (RAN)** if appropriate. This RAN should be used on all documents and correspondence to enable unambiguous identification.
- b) If the return is for allegedly faulty goods, the Keytek Customer Service will give instructions as to the freight carrier to be used and category of the shipment of the goods. Unless the circumstances are unusual the category would normally be "OFF PEAK".
- c) If the return is for reasons other than faulty or incorrectly supplied goods the customer must arrange for the freight and then notify Keytek of the details of the shipment.
- d) On receipt by Keytek, an assessment will be made and if the goods are proved to be faulty or incorrectly supplied then a Credit Note will be issued cross referenced to the RAN. If the goods are not proved to be faulty then the Keytek Customer Service will notify the customer and give them the choice of either taking back the goods or accepting a credit less the restocking and rehandling charge of 20% of the initial invoice value.
- e) Any credit authorised by Keytek will be issued as a formal CREDIT NOTE and mailed to the customer and will be identified on the Statement at the end of the current trading month.