

## GOODS RETURN POLICY

From 1st May 2013, all goods being returned for credit will require a written authorisation by an ASI JD MacDonald Customer Service Representative.

A Returns Material Authorisation (RMA) will be issued upon approval and must be attached in a visible position on the product. The goods must be returned to 48 Smith Road, Springvale Vic 3171 **within 14 days**. Failure in attaching the RMA to returns may result in courier rejection at the ASI JD MacDonald warehouse with any further transport costs borne by the customer. A restocking fee is applicable for all authorised credits/returns unless other arrangements are made with the approval of ASI JD MacDonald.

All goods must be in original packaging and in as new condition and all customer labelling must be removed from the ASI JD MacDonald packaging.

Additionally, please be aware that ALL credit claims are subject to inspection upon receipt by ASI JD MacDonald. Should goods be found to have been installed, vandalised or missing parts, a Rejection of Credit will be issued with a request for the customer to arrange a courier to collect the goods.

ASI JD MacDonald accepts no responsibility for goods that are damaged during the transit return from customer to the ASI JD MacDonald warehouse.

Additionally, any product received that is not in a saleable condition may have images taken of the goods. The customer will have 7 days to pick up the rejected goods. Past this period ASI JD MacDonald may, at its discretion, dispose of the goods on behalf of the customer without verbal or written consent.

The following restocking fees apply unless otherwise approved by ASI JD MacDonald Pty Ltd.

<b>Fee of total sale of Goods ex GST -</b>	<b>15%</b>	<b>- Invoiced 0 to 30 days</b>
	<b>25%</b>	<b>- Invoiced 31 to 45 days</b>
	<b>35%</b>	<b>- Invoiced 46 to 90 days*</b>
		<b><u>Zero returns approved after 91 days</u></b>

**Please allow 7 days for ASI JD MacDonald to process the credit memo.**

**\*Important Note:** It is advised that due to the nature of the 14 day return from date of approval that invoices 76 to 90 days should be acted upon immediately to reduce the chances of returns being rejected at the ASI JD MacDonald warehouse entrance.

## **FREIGHT POLICY**

ASI JD MacDonald will deliver Free in Store Nationally (excluding The Northern Territory, Northern Queensland and remote areas of Western Australia for all orders over the value of \$500, excluding GST).

Freight charges for deliveries made to The Northern Territory, North Queensland and remote areas of Western Australia will be Price on Application.

Freight charges for orders less than \$500 (excluding GST) to all other areas will be as follows:

- For delivery into metropolitan areas, the freight charge is \$20.00 plus GST
- For delivery into regional areas, the freight charge is \$35.00 plus GST

Where a customer does not include freight costs on their purchase order, ASI JD MacDonald will automatically charge the freight applicable if required to the customer sales order issued by ASI JD MacDonald without notification.

## **Fuel Surcharge Policy**

ASI JD MacDonald reserves the right to impose a fuel surcharge in the event fuel prices escalate in the future from it's carriers.