**NORWOOD RETURN OF GOODS**

**POLICY & PROCEDURES**

Norwood will accept goods returned under the following conditions:

a) The customer will phone (+61 3 8796 93xx) or email Norwood Customer Service ([returns@norwood.com.au](mailto:returns@norwood.com.au)) with details of the proposed return within 7 days of receipt of goods. Beyond this time Norwood reserves the right not to recognise any claim.

b) A Return Request Form must be submitted by the customer and approved by Norwood before any goods are returned. This form can be supplied by Norwood Customer Service or downloaded from [www.norwood.com.au/returns](http://www.norwood.com.au/returns). Upon receipt of the request, Norwood will then advise the customer of their options. If the customer wishes to proceed with the return of goods, a Return Authority Number will be issued as a reference to the claim.

c) Freight arrangements for return of goods.  
  
(i) Norwood to pay  
If the goods are faulty or incorrectly supplied, Norwood will pay the freight and will nominate the carrier and the freight category. Norwood will not be responsible for freight charges if any other carrier is used or if Norwood has not issued a Return Authority Number.  
   
(ii) Customer to pay  
Where goods are returned for any other reason apart from faulty or incorrectly supplied products,   
- the freight will be at the expense of the customer, and  
- if the original order was supplied freight free and the quantity returned causes that order to fall below the freight free threshold, then the freight for the original order will be charged to the customer.

d) On receipt of the goods Norwood will check their quantity and condition.  
  
(i) If, in the expert opinion of Norwood, 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 and referenced to the Return Authority Number.  
  
(ii) If the goods are not proved to be faulty or incorrectly supplied, a rehandling and restocking charge of 20 % of the original invoice value will be made and deducted from the credit.  
  
(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) Non-stocked goods such as those printed to order, will only be accepted for credit if the product is faulty.