

NORWOOD RETURN OF GOODS

POLICY & PROCEDURES

Norwood will accept goods returned under the following conditions:

a) Norwood Customer Service

The customer will phone Norwood Customer Service on **+61 3 8796 9357** or email 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) Return Request Form

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. Upon receipt of the request, Norwood Customer Service 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

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) Checking Returned Goods

On receipt of the goods by Norwood their quantity and condition will be checked.

(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 ex-stock and 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) Credits will not be issued for goods that are in incomplete bundles, damaged or defaced in any way that could prevent them from being sold.