

## GOODS RETURNED FOR CREDIT OR REPLACEMENT COMPANY POLICY [LRA P2.1] v1.1

Customers wishing to return goods supplied by LAMP REPLACEMENTS AUSTRALIA Pty Ltd, LAMP REPLACEMENTS VICTORIA Pty Ltd & LAMP REPLACEMENTS QUEENSLAND Pty Ltd. Herein known as "LRA" are advised that CREDIT/REPLACEMENT WILL ONLY BE ISSUED on the following basis;

### RETURNING A PRODUCT:

To return a product, customers must first complete our "Returns and Credit form" and provide satisfactory **proof of purchase**, LRA may offer you a repair, exchange or refund on most merchandise. Refunds will be given using the customer's original payment method; any other requested methods are at the discretion of LRA. Satisfactory proof of purchase documents include:

- Original register receipt (no photocopies accepted)
- Tax Receipt/Invoice or Dispatch Confirmation (for items purchased online)
- Original return/exchange receipt

Any goods returned must be in original, un-damaged and in its un-marked original packaging. Returns are to be sent to the branch from which the product was purchased.

#### Change of mind

If the customer has simply changed their mind, LRA may offer a refund or exchange provided that the product is in as new or resalable condition and the refund or exchange is sought within **14 days** of receipt of goods. Otherwise, a **re-stocking fee** of 20% of the value of the goods will apply.

#### Wrong order or no longer required

If the customer has ordered the wrong product, or no longer require the product, a **re-stocking fee** of 30% of the value of the goods will apply.

#### Goods damaged in Transit

If any goods arrive damaged via our chosen carrier, the customer is to contact the branch purchased from within two days of receipt. If online, the customer is to send an email with photos of the product and packaging to our support team as soon as practical. LRA will arrange to have the damaged goods returned to a LRA Branch and either arrange for a replacement of the goods or refund the price to the customer. Damaged goods must be returned in the condition received by the customer with all original packaging, accessories and/or manuals. LRA accept no responsibility nor any compensation provided should goods be damaged using a customer's own freight carrier.

### EXCLUSIONS:

Credit will **not be issued** or replacements given for the following circumstances:

- **Non-stock or indent items** specially ordered in for customers
- Products which have been **incorrectly installed**, or **used on defective or inappropriate control gear or voltages**.
- Gift vouchers
- **Custom Made** and **altered items** (ie gells/filters, modified fixtures, custom products)
- Specials & Clearance stock
- Any items over 3 months old from date of invoice that are non-warranty claims

### PRODUCT ASSESSMENT:

If the item is faulty or defective, LRA may need to send the item to the manufacturer for assessment to determine whether or not the customer is entitled to an exchange, refund or repairer.

If appropriate, a **Return Authorisation Number (R.A.N.)** will be allocated and issued to the customer by the staff member taking the enquiry. **Issuing of a R.A.N. is not an admission of liability** to credit or replace those products. It is only a means of **identifying and tracking** those products back into our store for further consideration.

Where possible, goods will be **inspected by a suitably qualified staff member**. If the fault is found and acceptable, a credit may be issued. Where the fault is unable to be identified at our offices, the product will be **returned to the manufacturer** for confirmation. Issuing of any credit will depend on the **response from the manufacturer**.

A **Pro-Rata** claim relating to **actual usage**, compared to **expected life** may also be considered

#### Immediate replacement

If a customer requires an **immediate replacement product** to complete a specific task, the new product **shall be charged for**, and any **refund due, will be credited** when the returned product is **confirmed as being faulty**.

### DELIVERY CHARGES:

LRA will accept the full **cost of returning** the goods to our offices by our **nominated carrier**, only if they were **incorrectly supplied**, or after inspection, **prove to be faulty**.

### PRIVACY:

This information may be accessed by authorised personnel of LRA for fraud investigations and fraud protection activities.

Information collected on returns slips will be securely stored for a reasonable period of time and may be used for the purposes of research and analysis and may be disclosed to State and Territory departments upon request as required by law

---

**Complying with the above arrangements will assist us in providing you with prompt attention to your claim, and where credits are due, faster processing of the account adjustment.**

**Your rights under the Australian Consumer law:** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.