

## RETURN GOODS POLICY

Effective as of 1st August 2016.

Only new & unused goods may be returned for credit within sixty (60) days of receipt of the initial order. If goods are received damaged, Kelly Engineering or its representatives must be notified within 5 days of receipt of goods. All damaged goods are eligible for a return however a *Kelly Engineering, Authorised Returns Document must accompany the items being returned †*

- All goods must be in original packaging/condition.
- Special order items are not eligible for return.
- Freight costs are not eligible for credit.
- It is the responsibility of the Dealer/ Customer to suitably package goods for return to avoid damage in transit.
- All authorised returns are subject to a restocking fee of 20%.†
- All returned goods are subject to inspection by Kelly Engineering.
- Credit will be processed to your account, once goods have been received, inspected & checked.
- All goods returned for credit, must be accompanied by a *Kelly Engineering, Authorised Returns Document*.

† In the instance where incorrect goods were supplied, or were damaged in initial delivery, freight cost will be refunded, and restocking fee will not apply.

