

RETURN GOODS POLICY

Effective as at 1st November 2016.

All goods returned for credit must be accompanied by a *Kelly Engineering, Authorised Returns Document*.

Only new & unused goods may be returned for credit within sixty (60) days of initial order. If goods are received damaged, Kelly Engineering 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 part †

- 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.

† 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.

How to return Goods:

1. Contact Kelly Engineering via email or telephone:
parts@kellyengineering.com.au
Tel: 08 8667 2253
2. You will need one of the following documents so that we can correctly identify your order:
 - Your purchase order details
 - Delivery docket details
 - Kelly Invoice #
3. Please state the reason for return
 - Incorrect item ordered
 - Incorrect item sent
 - Item received damaged
 - Other reason
4. Provide a contact name, email address or fax number so that Returns Authority can be sent.
5. We will issue an 'Authorised Returns' notice to accompany the returned goods, **and** may stipulate the return carrier (If freight costs are the responsibility of Kelly Engineering)