

## Allight Pty Ltd - Spare Parts Returns Policy Procedure

### RETURN AUTHORISATION

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- Parts are unable to be accepted for credit without an approved Return Authorisation from Allight.
- A Return Authorisation Form will be raised by an Allight Customer Service Representative and a copy will be supplied to the customer to be returned along with the goods.

### RETURNS

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#### Parts ordered in error

- Parts ordered in error, excluding Special Order items, can be returned for a full credit within 14 calendar days of receipt of goods.
- If parts are returned after 14 calendar days but on or before 42 calendar days of receipt of goods a restocking fee of \$30 or 15% of the price, whichever is the greater, will be applicable.
- If Parts are returned after 42 calendar days of receipt of goods Allight has the authority to decline the credit.
- All incidental costs associated with returning the parts to Allight will be the responsibility of the customer.

#### Parts supplied incorrectly by Allight

- If parts are supplied incorrectly by Allight the customer must notify an Allight Customer Service Representative within 14 calendar days of receipt of goods (for a Return Authorisation request to be raised).
- Once the Return Authorisation approval has been supplied to the customer all reasonable incidental costs associated with returning the parts to Allight will be the responsibility of Allight.

#### Parts short supplied by Allight

- All parts should be inspected at the time of delivery for quantity received.
- If parts are found to have been short supplied by Allight the customer must notify an Allight Customer Service Representative within 7 calendar days of receipt of goods.
- Allight will investigate the parts shortage and parts will be supplied to the customer at no additional charge.

- If the parts shortage is found to be the fault of the customer's nominated transport company the customer will need to place a claim with the specific transport company.

#### Parts Supplied Damaged

- If parts are supplied in a damaged condition the customer must notify Allight within 14 calendar days of receipt of goods.
- Photos of damaged parts and parts packaging may be required before approval is provided.
- Once the Return Authorisation approval has been supplied to the customer all reasonable incidental costs associated with returning the parts to Allight will be the responsibility of Allight.

#### Freight Damage

- Where the customer has nominated their own transport, any claims for in transit damage on goods are between the customer and the customer's nominated transport carrier.
- For deliveries where Allight has used their transport account all claims will be subject to the relevant transport company's internal investigation.

#### Parts Condition

- All parts, whether supplied correctly or in error, must be returned in an unused, undamaged condition (unless caused by Allight) and in the original packaging in a saleable condition.
- Parts in sealed packaging (eg. electrical components) that have been opened will not be accepted for credit unless negotiated on an individual basis.

#### Special Order Items

- Parts that are not stocked by Allight and have been specifically ordered in are unable to be returned for credit.
- Parts specifically ordered from overseas at the customer's request are unable to be returned for credit.
- Any deposits paid against Special Order items are non-refundable.