

RETURNS & REFUND POLICY

Please note effective immediately, the following changes to our 'Goods Returned for Credit' policy. These changes are required to bring our policy into line with accepted industry practice.

- Goods returned for credit must be returned within 60 days of invoice date.
- Any Such goods must have the attached "GOODS RETURNED FOR CREDIT" form completed and accompanying the goods.
- The 'Reason for Return' must be indicated - please check the relevant box.
- Where the Reason for Return is due to 'Faulty item' or 'Other' including Warranty claims, a full detailed description of the reason or apparent fault must be outlined in the 'explanation' area of the form.

Handling/packing fees

we reserve the right to charge a fee the greater of 15 % of the invoice value or \$20, (plus GST) in any of the following circumstances:

- Where goods are not returned within 60 days from purchase date.
- Where goods are not returned in the original, as purchased condition
- For re-stocking – may be payable to cover the costs of processing and returning to stock (non-faulty) goods, where there is no obligation on Fieldmaster (Ag) 1955 Ltd to accept the goods returned.