

CREDIT RETURN APPLICATION

After considering the information below, please sign the bottom of this page, complete the Request for Credit page attached and return both to Warner & Webster. WW Customer Service will process the application, arrange collection of the goods, provide you with an RA number, and send you an itemised Return Authority document, which must be included with your return.

Terms and Conditions for Credit Returns

Goods may be accepted for return only where a Return Authorisation (RA) Number has been requested by the customer and authorised by Warner & Webster (WW) Customer Service.

Returns may not be accepted for credit if:

- The goods were delivered more than 24 hours prior to the request for return;
 - Cold Chain discrepancies and other claims must be lodged the same day as the goods were delivered.
- The goods are returned incomplete, or have been used;
- The goods are received by WW in a damaged or unsaleable condition, or are not in their original unopened packaging;
- The goods were not stored and/or shipped back to W&W in accordance with the manufacturer's or WW's recommendations;
- The goods are not normal WW stock items and have been procured by W&W to meet a specific customer requirement;
- The goods are not returned to WW's nominated warehouse;
- The goods have expired;
- The goods are damaged in being returned to WW;
- The goods returned vary from the Return Authorisation;
- The goods are no longer required because of the customer's change of mind.

If the reason for the return was not the fault of WW then a restocking fee (\$30, or 15% of the purchase price, whichever is greater) may apply.

Products not normally stocked by WW are considered buy-ins. Unless the product has a manufacturing defect, or is noted as damaged at the time of delivery, buy-ins cannot be returned for credit. If WW's supplier agrees to the return of a buy-in, only then will a RA be possible, with a restocking fee (minimum \$30) plus all charges incurred by WW in the picking up of the goods and returning them to the supplier.

The above conditions do not apply where the return is made because the goods do not comply with consumer guarantees under Australian Consumer Law. For our full terms & conditions, refer to <https://www.warnerwebster.com.au/conditionsofsale>.

Packing Instructions

- Pack goods in a sturdy cardboard box (or esky for cold chain products,) even if the product is already in its original box.
- Include a copy of the Return Authority document inside the carton.
- **DO NOT WRITE** on any product packaging.
- Mark our address on the outer carton (not the product, as we will be unable to resell it.)
- Mark the RA number on the outer carton.
- Please do not use excessive amounts of tape.
- Make sure that the product cannot be squashed.
- Mark cartons consecutively (e.g. 1 of 2, 2 of 2.)

Unless the above procedures are followed, WW shall not be obliged to consider any request for the issue of a credit.

I have read and understand the terms and conditions set out above, and will ensure that they are met in the return of any goods approved for credit.

Signed: _____ Print Name: _____ Date: _____

For further information

Phone: 1300 556 917 | Fax: 1300 664 165 | Email: customerservice@warnerwebster.com.au

CREDIT RETURN APPLICATION

Business Name:		Account Number:	
Contact Name:			
Address:			
Phone:			
Email:			

Goods to be Returned

Invoice Number/ Delivery Docket Number	Item No.	Item Description	Quantity Returned	Reason for Return

Cartons for Pickup

Height	Width	Depth	Quantity