

## **RETURNS POLICY**

### **RP SEPTEMBER 2020**

1. Goods may only be returned if:

- They do not materially comply with the Order;
- If permitted by law, including the Australian Consumer Law (ACL); or
- Unless otherwise agreed in writing by WESS senior management.

Note: Please choose equipment purchases carefully and consult with a WESS sales specialist to ensure the product fits all your application needs. A change of mind is not an acceptable reason for the return of purchased goods.

2. Notification: If you wish to return any Goods delivered to you, you must give to us:

- notice within seven (7) business days of your receipt of the Goods; and
- the original Invoice details.

3. Replacement or credit: If we accept the return of Goods from you, the Goods must be returned complete and in their original packaging and we will at our option either:

- replace the returned Goods; or
- give a credit or a refund for such Goods.

4. Costs to return Goods: Costs relating to the return of any Goods are payable by the consumer except if goods supplied do not materially comply with the order, in which case costs will be paid by WESS.

- if the defect is solely due to us, by us and must be transported by our nominated carrier; or
- otherwise, by you.

5. Payment for other Goods: You may not withhold any payment due to us in respect of any other Goods pending the resolution of a claim for a return.

6. Goods damaged in transit: If the Goods are damaged in the course of being delivered to you:

- you must notify us of any claim for Goods damaged in transit within three (3) business days of delivery and provide photos of the damage; and
- subject to our acceptance of your claim, we will replace the relevant Goods. You must mark on the relevant consignment note when the Goods are returned that the goods were "Received Damaged".