

TO OUR VALUED CUSTOMERS

CREDITS and PRODUCT RETURNS

We would like to take this opportunity to reinforce our Credit Procedure Please circulate this to all the appropriate personnel within your company.

Credits will only be processed for the following reasons:

1. Evaluation and demonstration stock. These products should be returned at the end of the 7-day loan period.

If product is not returned in A-Grade condition a minimum charge of \$20.00 refurbishment charge will be incurred – this applies to user manuals, accessories, outer and inner packaging – please do not write on or attach courier tickets to product packaging). Freight will be at the customer's cost.

Headsets used for evaluation purposes immediately incur a Refurbishment Fee of \$20.00 + gst. For Health reasons these headsets need to be cleaned and have new ear cushions, voice tubes, ear buds etc fitted.

2. Shipments made incorrectly by TeleEXPRESS (i.e. incorrect quantity, product or price).

Goods returned stating " **Product no longer required**" will be declined.

All products returned for reasons other than the above, will incur a \$20.00 + gst restocking fee per product item. Returned product not in an "A Grade" resalable condition will also incur extra charges for missing manuals, accessories, outer and inner packaging etc.

All requests for credits must be accompanied with a completed 'Return Authorisation Form' available on request from our Sales Support Team on 09 574 2244. Please fax this form back on 09 574 2240 with all details completed including 'Proof of Purchase' and the reason for returning the product. One processed this form will be faxed back to you either declining your request or accepting it with a Return Authorisation Number attached. Please return product within 7 days of issue of the Return Authorisation Number. Freight costs are at the customer's expense.

Regards

The Team at TeleEXPRESS Ltd

TeleEXPRESS Ltd
RETURN AUTHORISATION FORM

Please complete this form and fax back for your RA Number
FAX NUMBER 09 574 2240

Date:

Account Number:

Company Name:

Contact Name:

Phone Number:

Fax:

Invoice Number:

Invoice Date:

Product Code:

Product Description:

Qty:

Condition of Product: **A Grade:** *Yes/No **B Grade:** Yes/No

Comments:

Reason for Return:

Return requests stating " **Product no longer required**" will be declined.

YOUR REQUEST TO RETURN GOODS HAS BEEN:

Declined because:

Accepted - Please action within 7 days
(Please note there is a restocking fee of \$20.00 + gst)
***Any item not returned in 'A' Grade condition (excluding damage in transit) fees will be charged to bring items up to a resalable condition.**

Your RA Number is

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