



KING SPRINGWORKS PTY LTD

ABN 16 010 117 450

POSTAL ADDRESS:

P.O. Box 259

Ashmore City Qld 4214 AUSTRALIA

DELIVERY ADDRESS:

35 Activity Crescent

Molendinar Gold Coast Qld 4214

Telephone: (07) 5539 6700

In'tl Phone: +61 7 5539 6700

e-mail: sales@kingsprings.com.au

Fax: (07) 5539 6881

In'tl Fax: +61 7 5539 6881

Internet: www.kingsprings.com.au

KING SPRINGS CREDIT RETURNS POLICY

Dear Customer,

Please be advised of King Springs Credit Returns Policy as outlined below, effective **01/11/2021**.

- Returns must be accompanied by a **King Springs Return Authorisation** form, including the reason for return, the original invoice number and purchase date. Failure to provide this form with the goods at the time of return may result in delay or denial of the credit.
- Goods are valid for return **within 12 months of the original purchase date**. Goods purchased outside of this time frame will require pre-approval from King Springs Management prior to being returned.
- Non-stock or specially manufactured items are non-returnable without prior agreement from King Springs Management, or under an approved warranty claim.
- Returns are subject to a restocking fee to the value of **10% of the credit total** (approved warranty claims exempt).
- Goods are subject to inspection upon return, and an additional fee may be applied or credit declined if they have not been returned in a condition fit for immediate resale (approved warranty claims exempt).
- Products which have been modified, altered or had any identifying marks removed are not returnable.
- Returns will be limited to 3 pairs of springs at one time, and / or to a maximum of 5% of the annual sales value (approved warranty claims exempt).
- Goods are to be returned at the customers freight cost (approved warranty claims exempt).

Warranty claims - Consultation is requested **prior** to returning goods under warranty. Approved warranty claims may be exempt from some or all of the above terms and conditions. Failure to consult with King Springs Management prior to the return of goods may void any exemptions pertaining to restocking fees, freight charges and other conditions of return. Warranty may be voided where goods have not been used for their intended or recommended purpose.

If you have any queries or questions regarding this policy or its conditions, please contact us.

Regards,

Michael Whitmore
Sales Manager