

GOODS RETURN POLICY								
	Source of error	Type of error	Time allowed after reception of stock	When did error become known	Conditions for return to be considered	Outcome	General Conditions	
Type of returns	Customer Error	Stock damaged by customer	N/A	During delivery or after	N/A	No Credit		
		Incorrect items or quantity ordered	48 Hours	During delivery	1) Goods must be shelf ready (in original packaging, un-used, undamaged) 2) must be pre arranged with management 3) 10% Handling fee will be charged	A credit will be issued and send to you once your return is received, inspected and approved	All documents to be signed by a customer and suppliers representative	Must always be accompanied by original delivery document or copy of it
	Suppliers Error	Damaged on arrival	48 Hours	During delivery	Damaged items should be clearly marked and returned	Return will be approved on receipt and approval of documentation		
		Incorrect items or quantity delivered	48 Hours	During delivery	Incorrect quantities and items should be clearly marked on delivery document			
		Bad quality Product	3 Months	After delivery	Goods must be in original packaging and pre arranged with management.	Defective products may be refunded depending on approval		