

1. DEFINITIONS

In this document, unless the contrary intention appears:

- i. "Customer" means the customer of William Green who buys Goods or to whom William Green supplies services.
- ii. "Goods" means the goods that William Green proposes to sell or has sold to the Customer. A reference to Goods includes services.
- iii. "Returns Policy" means the returns procedures specified in this document as amended from time to time by William Green.
- iv. "William Green" means William Green Pty Ltd ABN 69 001 334 096 of 47-49 Mary Parade, Rydalmere NSW 2116, Australia.

2. RETURNS

a. To the extent permissible by law,

- i. William Green offers a 14-day return policy on all unopened Goods except those sold on a "No Returns Basis", "Dead on Arrival" or "Damaged in Transit" Goods.
- ii. returns must be first authorised by William Green.
- iii. not all Goods are eligible for return.
- iv. William Green is not responsible for any charges incurred by the Customer when returning the Goods.

b. If the Customer still has questions after reading this return policy, please do not hesitate to contact our staff by telephone, facsimile or e-mail.

3. RETURN PROCEDURE

- a. All Goods to be returned, whether defective or not, require a Return Authorisation Number before they can be returned.
- b. To obtain a Return Authorisation Number, the Customer must contact William Green by telephone, facsimile or e-mail.
- c. The Customer must supply the following information, most of which will be on your packing slip, delivery docket or invoice before William Green issues a Return Authorisation Number:
 - i. Name and contact details of original purchaser.
 - ii. Part number and description of Goods to be returned.
 - iii. Date on packing slip, delivery docket or invoice.
 - iv. Reason for return.
 - v. The Customer's name and contact details.
- d. Each Return Authorisation Number is valid for one (1) Good and must match the Goods to be returned.

4. INCORRECTLY SHIPPED PRODUCT – "UNOPENED"

- a. Except for Goods sold on a "No Return Basis" as detailed below, William Green offers a 14 day return policy for Goods in its original unopened and undamaged packaging.
- b. The Customer must contact William Green's spare parts sales staff within 14 days of delivery in order to apply for a return.
- c. The Customer must follow the return procedure outlined in this policy.
- d. William Green will not pay, nor reimburse any costs associated with an unauthorised customer-organised shipment.
- e. For Goods which are found to be in their original unopened and undamaged packaging a credit will be issued to you for the original purchase price of the Goods returned less any freight costs associated with the initial delivery to you and the return delivery.
- f. A restocking fee of 25% of the purchase price of the Goods may apply to Goods that are returned due to the Customer changing its mind or the Goods having being incorrectly ordered.

5. FAULTY PRODUCT

a. In the event that the Goods the Customer has received develop a fault (except those due to wilful damage, or customer misuse) within the first 14 days can be returned as the "Dead on Arrival Product" procedure above.

6. CREDITS AND REFUNDS

- a. A credit note will normally be issued within 7 days of us receiving the returned Goods and authorising the return, unless testing of the Goods is required.
- b. Where Goods are returned because the Customer believes it is faulty and the fault cannot be observed by our internal testing, the Goods may need to be tested by the manufacturer. In such cases the testing process may result in delays of up to 28 days in determining if a credit note will be issued.
- c. The credit note which is issued can then be used as a payment against future purchases or converted to a refund.

7. NO RETURNS BASIS PRODUCT

- a. To the extent permissible by law, William Green will not provide returns for specially ordered Goods not normally stocked by William Green.
- b. Return Authorisation Numbers are valid for 7 days from date of delivery and William Green must receive the returned Goods in its warehouse within this period, otherwise the return may not be accepted.
- c. It is the Customer's responsibility to ensure that all Goods are suitably packaged in order to prevent damage during return shipping and the Customer must not write on or attach labels to the Goods being returned, otherwise the return may not be accepted.
- d. A copy of the original packing slip, delivery docket or invoice must be included with the returned Goods.
- e. The Return Authorisation Number should be clearly visible on the outside of the Goods shipping carton and addressed the local William Green office in the Customer's country, state or territory.
- f. William Green recommends that Goods returned by post should be sent by registered or certified mail. William Green accepts no responsibility for loss or damage occurring in transit on return to William Green.
- g. Where Goods are not defective or damaged or not returned to us in the original unopened packaging, it may be returned to the Customer at its cost.
- h. To the extent permissible by law, William Green reserves the right to refuse any return of Goods that:
 - i. Are incomplete or missing parts.
 - ii. Are not returned in its original packaging.
 - iii. Show signs of physical damage to the Goods or its packaging.
 - iv. Show signs of use or operation.
 - v. Do not include a valid Return Authorisation Number on the shipping label; or
 - vi. Have an expired Return Authorisation Number.

8. DEAD ON ARRIVAL PRODUCT

- a. In the event that the Customer receives Goods that are not in working order upon receipt of the Goods the Customer must notify William Green's spare parts sales staff immediately in order for William Green to process the return as a "Dead on Arrival Goods". Notification may be made to William Green at 47-49 Mary Parade, Rydalmere NSW 2116, by phone to +61 2 8865 0330, by facsimile +61 2 8865 0351 or by email to service@williamgreen.com.au.
- b. Where Goods develop a fault (except those due to wilful damage or misuse by the Customer) within 14 days of delivery, the Customer must notify William Green's spare parts sales staff immediately upon noticing the fault in order for William Green to process the return as a "Dead on Arrival Goods".
- c. You must follow the return procedure outlined in this policy.
- d. If it is determined that the Goods are not defective it will be returned to the Customer and the Customer will be invoiced a processing fee and freight costs associated with the return.
- e. For Goods which are found to be Dead on Arrival, a credit will be issued to the Customer for the original purchase price of the Goods returned and the freight costs associated with the initial delivery to the Customer.

9. DAMAGED IN TRANSIT PRODUCT

- a. In the event that the Customer receives Goods that appears to have been damaged in transit, the Customer must upon receipt of the Goods:
 - i. Refuse to accept delivery of the Goods.
 - ii. Direct the courier to return the Goods to sender.
 - iii. Notify our spare parts sales staff immediately in order for William Green to process the return as a "Damaged in Transit Product".
- b. If the Customer has already accepted delivery, and then notices that the product appears to have been damaged in transit the Customer must notify our spare parts sales staff within 14 days of delivery in order to apply for a return.
- c. The Customer must follow the return procedure outlined in this policy.
- d. For Goods which are found to be Damaged in Transit, a credit will be issued to the Customer for the original purchase price of the Goods returned and the freight costs associated with the initial delivery to the Customer.

10. INCORRECTLY SHIPPED PRODUCT

- a. In the event that the Customer receives Goods that are different to the one ordered, the Customer must notify William Green's spare parts sales staff within 14 days of delivery in order to apply for a return.
- b. The Customer must follow the return procedure outlined in this policy.
- c. For Goods which have been incorrectly provided to the Customer, a credit will be issued to the Customer for the original purchase price of the Goods returned and the freight costs associated with the initial delivery to the Customer.