



**VAPORMATIC**



**Landlogic**

2022 Returns for Credit:

**Conditions of Sale**

Landlogic recognise that an important part of our business is to enable everyone to identify and confidently supply the right product to customers and not be penalised or disadvantaged when errors occur or multiple options are ordered. Identification and resolution of incorrect/excess goods supply in a timely manner is also important in allowing product to be restocked and available for all. To this end, the following guidelines regarding returns and credits are in force:

Clearance, indent and specially procured goods will not be returnable for credit unless prior approval is given by the Landlogic.

**Defects:**

The buyer should inspect the goods on receipt and shall within 24 hours of delivery, notify the Company in writing of any alleged transport damage, quantity shortage or Company picking error that would lead to a credit request. Any **product defects** should be reported through to the Company as a Warranty/Defective Part claim and will be subject to conditions of warranty.

**Guidelines: - Return for Credit:**

- All return goods must be accompanied with supporting documentation. Product returned without supporting documentation may be disposed of.
- All returns will initially be at buyer's expense but may be credited where appropriate.
- It is the buyers responsibility to ensure timely return through normal freight and courier services. The use of Sales Reps is not advised.
- Return within 10 days – No quibble return – No handling charge will be applied. Original freight charges will apply.
- Goods returned after 10 days may incur a 15% or \$15 (plus GST) (whichever is greater) handling/restocking charge at time of credit.
- All goods returned must be in a re-saleable as 'new condition' with original packaging, brochures and instructions (or as supplied). Failure to comply may result in a rejected credit or an additional repackaging charge at time of credit.
- Product returned 3 months or more after invoice date will not be accepted for credit unless prior approval is given by Landlogic.

It is very much our intention to be 'easy to do business with'. Please do not hesitate to contact us if you have questions or requests regarding return of product.

