



## RETURNS /CLAIM FOR CREDIT

### Please Note:

The return period is 7 days from invoice date.

A notification must be made by the customer or the sales rep to advise of any discrepancies in the delivery of products.

This is in accordance with the time frame advised by the Freight companies, so if there are damaged deliveries Draw Art Supplies can make a Claim for Credit.

After the 7 days deadline the acceptance of a Claim for Credit or Return of Products will be at the discretion of Management and may be subject to a restocking fee.

In order for the Claim for Credit to be processed in a timely manner:

- (a) There must always be an original Tax Invoice number reference, in order to establish the age of the product. Because there are some products that have a limited shelf life.
- (b) A Claim for Credit Form needs to be completed to accompany the products if returned to the Auckland warehouse. No products should be returned to the Auckland warehouse without paperwork, either from the customer or one of our sales reps.
- (c) On the Claim for Credit Form please state all reasons/explanations WHY the products are being returned. For example, damaged product, product wrongly ordered or product incorrectly supplied etc.
- (d) Wrongly ordered products and/or products no longer required (e.g. consumer no longer wants) in some circumstances can be returned. Stock returned for these reasons will incur a restocking fee
  - a. Please contact us before sending any stock back
  - b. Stock returned for any reason other than damage must be returned in saleable condition with any and all price tags completely removed.
- (e) If the products are damaged, please confirm what is required, either Replacement of Product or a Credit Note to be issued. In all instances, where Draw Art have stock there will be a replacement made. Credit Notes will only in cases where Draw Art is unable to offer a replacement.
- (f) Lastly, please confirm what is going to happen to the product. Due to the high cost of freight, unless the product is unusually large, and required to be sent back to the Auckland warehouse, all the saleable products are to be given to a Draw Art sales rep.
- (g) In the case of faulty products, it is good practice to send back to Draw Art or get a Draw Art sales rep to view. This will help us identify if there are faulty batches of stock in our warehouse and enable us to notify the supplier.
- (h) With regard to the damaged products, this may be a warehouse despatch error and should be highlighted to avoid the same thing happening again.

### When will a Claim for Credit be rejected?

Usually if there is no reference to a Tax Invoice or the Claim for Credit falls outside the claim period.

### What is the restocking fee?

A restocking fee is a charged at 10% of the original purchase price or \$25 (Whichever is higher). It is applied to products that are returned within 90 days that have been wrongly ordered or products that are no longer required.

## **PRICING /CLAIM FOR CREDIT**

When the Claim for Credit is for incorrect pricing of products, please include the original Tax Invoice reference. This price variance will be checked by the Pricing Team, as there may be special deals or price increases on products where customers were not notified. There are many reasons.

Once the Claim for Credit has been approved by the Pricing team, a Credit Note will be processed.