

## RETURNS POLICY

as at 13th May 2013

Goods will only be accepted for return providing the following conditions are met:

- An authorisation number and a copy of the invoice **MUST** accompany any goods being returned. This number can only be obtained by contacting our Customer Service Department.
- Only goods listed under the returns number will be accepted.
- All goods are to be returned to our Brisbane warehouse only. The cost of on forwarding any goods returned elsewhere will be deducted from the total credit due.
- Our carrier will not accept goods for return without prior authorisation.
- Cartons should be clearly addressed to Epicentre with the authorisation number clearly visible on the outside of all cartons. No other address labels should be visible.
- The cost of "futile" pick-ups will be deducted from any credit due.
- Items returned **MUST** be in saleable condition and returned **WITHIN 14 DAYS OF INVOICE DATE**.
- Please ensure that all stock received bagged is returned bagged, otherwise a 10% surcharge will apply.
- Due to health reasons, headwear and shirt samples **cannot** be returned.
- Please note that normal wear and tear is not considered to be a fault in a product.

Please ensure you check goods for accuracy of colour, style, size and quantity **PRIOR TO DECORATION**. It is your responsibility to verify goods are correct prior to decoration if they have been sent directly to your decorator. Epicentre will **NOT** issue credits or accept returns on goods that have been decorated.

Any incorrectly supplied or short supply claims must be brought to Epicentre's attention within 5 business days of delivery to qualify for credit. All other claims for credit must be made within 14 days of invoice date.

### IMPORTANT

If the number of units being returned results in a lower quantity price break for the order, the total cost of the order will be recalculated and any credit due will be based on the actual quantity price break which applies. A handling fee of \$25.00 for orders which then fall below \$50.00 will also apply.

Please note that freight charges will also apply where the recalculated order then falls below \$600.00. When an order is returned **in full**, outward freight charges will apply and will be deducted from the total credit due.

**Contact your Customer Service Officer for further help.**