



ABN: 46 007 036 857
Unit 11, 25 Howleys Rd Notting Hill Vic 3168
Tel: 03 9543 9922 Fax: 03 9543 9522
www.laserlighting.com.au

Goods Returns Policy 2011

Request for Return of Goods and Obtaining a GRA

- A request for return of goods should be made on the Laser Lighting Return of Goods/GRA Form and submitted via email to lynne@laserlighting.com.au
Or faxed to 03 9543 9522
- A Request for the Return of Goods Form must state the following for each product being returned:
 - The original Invoice Number
 - The original Invoice date
 - The reason for the return
 - In the case of faulty goods, the nature of the fault or defect
- Requests for return of goods purchased more than 12 months prior will not be considered
- Any items assembled as per customer requirements are non-returnable. These include:
 - Any fittings that have been installed
 - Products where ballasts or control gear have been installed
- Any Products altered by customers are non-returnable
- Return of goods for credit remains at the discretion of Laser Lighting
- A Goods Return Authority (GRA) Number must be obtained prior to shipping any items back into the Laser Lighting warehouse
- All returns for Credit, if accepted, will incur a 30 – 50% re-stocking fee, which will be confirmed at time of confirmation from Laser Lighting that request for return of goods has been accepted

Returning the Goods

- A Request for Credit or copy of the Request for Return of Goods/GRA Form (including the GRA Number) must accompany the goods being returned to the Laser Lighting warehouse

Issuance of Credit

- All items will be subject to inspection before a credit is raised
- All items must be in original and saleable condition
- All items must be returned in their original and unmarked packaging
- Laser Lighting may at its discretion, repair or replace the goods

This policy is to be read in conjunction with Request for Return of Goods/GRA Form



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Request for Return of Goods/GRA Form

Customer Name:

Date:/...../.....

Branch:

Tel: Fax:.....

Contact Person:

Email:

GRA (Office Use Only):.....

	Stock code	Item	Qty for Return	Invoice Number	Invoice Date	Return Reason (insert number from list below)	Provide details (for reasons 4 or 5)	Office Use Only	
								Approved Y/N	% Restock Fee to apply
1				/...../.....				
2				/...../.....				
3				/...../.....				
4				/...../.....				
5				/...../.....				
6				/...../.....				

Instructions:

- 1 Complete all details on this form (except Step 3 below) & fax or email to Laser Lighting
- 2 Form will be returned by fax or email with Approval Status, GRA & relevant restock fees
- 3 Sign below to acknowledge acceptance of Approval Status, GRA and restock fees

Signed by:.....Print Name:.....

Reasons for Return

- 1 Item damaged in transit
- 2 Received wrong product
- 3 Return of sample
- 4 Product not functioning correctly (provide details)
- 5 Other (provide details)

Restock Fees

- 0%
- 0%
- 0%
- 0%
- TBA

- 4 Fax or email this signed form to Laser Lighting with your Request for Credit (if applicable)
- 5 Return goods to Laser Lighting warehouse with copy of this form/your Request for credit