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RETURN GOODS POLICY (RGA)

EFFECTIVE SEPTEMBER 2015

It shall be the responsibility of the original purchaser to obtain a written Return of Goods Authorisation (RGA) to return merchandise for credit consideration. Bradley shall provide an RGA to the original purchaser for all authorised returns.

All requests for large quantities will be reviewed on a case-by-case basis. All custom made products and non-stocked items will **NOT** be considered for return as per Terms and Conditions of Sale.

Items for return must be shipped freight prepaid in original unopened packaging and in resaleable condition, free from damage or missing parts.

If the order was originally shipped full freight allowed, the party returning the order will be held responsible for both in-bound and/or out-bound freight charges including GST.

All returns must be received at Bradley within 15 working days from issuance of RGA. Items must be returned to the address provided on the RGA. All shipping labels must be clearly marked with the RGA number. Avoid writing on the cartons.

RGA's will be charged as follows:

0-10 days from invoice date	10% re-stocking fee
11-30 days from invoice date	25% re-stocking fee
31-100 days from invoice date	50% re-stocking fee

Nil returns after 100 days from invoice, full amount of invoice to be paid by buyer.

Items returned without an RGA or with an expired RGA provided will be refused for delivery and returned to the sender freight collect.

Any item inadvertently accepted without an RGA will be scrapped without an allowance for credit.

Bradley Australia reserves the right to inspect all returned goods upon receipt to the warehouse. Goods damaged or not returned in full, i.e. missing parts, found to have been installed or not in saleable condition as deemed by Bradley Australia will be rejected for credit.

If incorrect supply of goods by Bradley and Bradley is at fault, the buyer must notify Bradley in writing within 10 days for replacement or re-issue of goods. Freight cost in this instance will be covered by Bradley.