

RETURN GOODS POLICY (RGA) EFFECTIVE MARCH 2020

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.

Bradley can refuse to accept returns if:

- Customer simply changed their mind.
- Customer misused the product in a way that contributed to the problem.
- Customer purchased the product despite advise by us as non-recommendable or suited for the purpose or unclear about what they wanted to purchase.
- A problem with the product was completely outside of the business control.

All requests 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.

Please open and inspect your mirror for damage on arrival. If the mirror is damaged or broken, please DO NOT SIGN FOR OR ACCEPT DELIVERY. Please notify us at Bradley within 24 hours so we can arrange replacements for you. We are unable to assist with damaged mirror claims raised after this time or if the delivery was accepted and signed for.

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, otherwise will be refused for acceptance. 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:

- 0-30 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 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 7 business days for replacement or re-issue of goods. Freight cost in this instance will be covered by Bradley.