

### **LELOX RETURNS POLICY**

All returns are at the discretion of the Seller. The Buyer may not be entitled to return the goods to the Seller due to but not limited to the below criteria:

1. The Buyer must notify the Seller within 7 days of delivery of goods that the Goods are defective/unwanted;
2. The Seller must be given a reasonable opportunity to investigate the Buyer's claim;
3. The Seller will not be liable for Goods which have been stored in an improper manner or damaged in transit\*
4. Discontinued items are final and cannot be returned or exchanged
5. No returns on custom made parts.
6. No returns on non-stocked items.
7. A restocking fee of 10% of the cost of the goods is applicable on all returned items\*
8. Returned items must be unused, undamaged, complete in original packaging, and in a resalable condition
9. Returns must be received at our warehouse within 30 days of delivery of goods.
10. All shipping fees are at the customer's expense\*
11. Upon inspection of the returned goods an exchange or credit note will be issued

### **LELOX ASSURE POLICY**

1. Lelox Assure is a consignment care package to protect orders from faults through damages in shipping.
2. Lelox (Australia) PTY LTD reserves the right to reject Lelox Assure on certain orders. Rejection can be on the basis of:
  - 2.1. Order size (orders that are 4 pallets or bigger will not be covered)
  - 2.2. Order contents
    - 2.2.1. Triaxle mudguards are automatically excluded from the programme
3. Notification of rejection will be in the way of written notice before an order is invoiced and shipped.
4. For Goods which the Buyer is entitled to return under Lelox Assure, the Seller's liability is limited to (at the Seller's discretion) replacing the Goods, provided that:
  - 4.1. All Lelox products will have a Lelox Assure label
  - 4.2. The Buyer must notify the Seller within 7 days of delivery that the Goods were damaged in shipping.
  - 4.3. The Buyer must send photographs showing the damage obtained during shipping.
  - 4.4. The seller must be given reasonable opportunity to investigate the Buyer's claim;
  - 4.5. Approved claims will only be shipped via a Lelox nominated freight.
  - 4.6. If damaged goods are requested to be sent back goods must be received at our warehouse within 30 days of approved return. Once received new items will be shipped

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