

## RETURNS POLICY & PROCEDURES

### 1. Returns

- a. Customer must notify Folks in writing of any Products it wishes to return within 5 days from the date of the invoice relating to those Products.
- b. Returns will be subject to Folks Returns Policy as advised to Customer and amended by Folks from time to time, the current version of which is set out on Folks web site.
- c. Each claim for the return of Products by Customer will be dealt with in accordance with the Returns Policy. Any substitute Products to be shipped to Customer in accordance with the Returns Policy will be sent by Folks to Customer by ordinary freight pre-paid.
- d. Folks will not be liable for any damage or defects in the Products that have been caused by the improper storage, warehousing or transport, or by any neglect, abuse or improper use, installation, maintenance or unauthorized repair of Folks Products.
- e. The provisions of this Returns Policy do not extend to any Products which have been added to, varied, or otherwise modified by, any person other than a Folks authorized representative.

### 2. Returns Policy

- a. DOA (Dead On Arrival) Products
  - i. Should you receive any product that is DOA you must notify Folks, by phone, email or fax, within 3 working days from date of delivery to obtain a Job Number. This number must be used in all correspondence relating to the returned Product.
  - ii. Folks will then issue a Job Number, and email or fax the Job Sheet to you. Please ensure the product to be returned has the Job Sheet attached securely & visibly to the outside of the shipping carton.
  - iii. Folks will pick-up and replace the goods within 5 working days (subject to stock availability).
  - iv. Any product received by the Folks warehouse without the Job Sheet attached will not be accepted, and returned at the Customer's expense.

NOTE – Products returned where no fault is found will incur a no-fault fee of \$66.00

## **b. Warranty & Fault Repairs**

- i. Should you have any product requiring fault or warranty repairs, you must notify Folks by phone, email or fax to obtain a Job Number, this number must be used in all correspondence relating to the returned Product.
- ii. Folks will then email or fax a Job Sheet to you.
- iii. All freight back to Folks is the responsibility of the Customer, and Folks accepts no responsibility for loss or damage occurring in transit.
- iv. Products to be returned for fault or warranty repair, are subject to Original Equipment Manufacturers (OEM) terms and conditions, and not to Folks discretion.
- v. Please return the product to Folks with a Job Sheet attached securely & visibly to the outside of the shipping carton. Any product received by the Folks warehouse without the Job Sheet attached will not be accepted, and returned at the Customer's expense.

## **c. Credit - Folks has a 3 day Credit Return Policy for DOA products.**

- i. Should you have any product to be returned for credit, you must notify Folks by phone, email or fax, within 3 working days from date of invoice, to obtain a Job Number, this number must be used in all correspondence relating to the returned Product.
- ii. Folks will then email or fax the Job Sheet to you. All freight back to Folks is the responsibility of the Customer, and Folks accepts no responsibility for loss or damage occurring in transit.
- iii. Please return the product to Folks with Job Sheet attached securely & visibly to the outside of the shipping carton.
- iv. Any product received by the Folks warehouse without the Job Sheet attached will not be accepted, and returned at the Customer's expense.
- v. All Products returned for Credit must be in pristine, unopened condition with all seals and packaging intact. Used, opened, damaged, or soiled products will not be accepted for Credit and returned at the Customer's expense.

#### **d. No Fault Products**

A 'no fault' product ('No Fault Product') is a Product returned by the Customer to Folks in circumstances where the return is not due to the fault of Folks or any fault with the Product.

- i. 'No Fault Products' returns will only be approved at Folks discretion, and may be subject to a re-stocking fee of up to 25% if the 'No Fault Products' return is approved by Folks.
- ii. Folks has a 3 day Credit Return Policy for approved No Fault Product returns. Please refer to clause 'C' above for terms and conditions.

#### **e. Products sold on a 'No Returns Basis'**

- i. Folks is entitled to supply certain No Fault Products on a 'No Returns Basis'.
- ii. The expression 'No Returns Basis' means that Folks will not accept returns on No Fault Products.
- iii. The Customer should refer to the Folks electronic product catalogue available on [webshop.creativefolks.com.au](http://webshop.creativefolks.com.au), and to the list below "Product sold on a No Returns Basis" for details of products which are sold on a No Returns Basis.
- iv. To the extent permitted by law, Folks reserves the right to apply the No Returns Basis policy to any promotional or sale product(s) as it deems necessary. Folks will use all reasonable endeavors to ensure such Products are clearly advertised and promoted as being sold only on a No Returns Basis.
- v. Product supplied on a "No Returns" Basis cannot be returned to Folks unless the product is faulty within the warranties imposed by statute and which cannot be excluded by agreement.

Product sold on a "No Returns Basis" include, but are not limited to:

- i. All Apple products
- ii. All Epson products
- iii. All Lexmark products
- iv. All Fuji Xerox products
- v. All Software products
- vi. Hewlett-Packard PC, server and notebook products, including accessories
- vii. All hardware products
- viii. All computer peripherals
- ix. All Agfa products