GOODS RETURN AUTHORITY FORM

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Return Sent: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Invoice Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Customer PO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Goods are being returned for *(tick box)*: Refund  *(please attach bank account information)*  
 Exchange   
 Credit

Has the Product Been Used? Yes  / No   
 If you selected yes, please provide details of use:  
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Reason for Return/Exchange *(tick box)*:

Incorrect Product or Size ordered  Product no longer needed   
Product damaged during transit  Item/s defective or doesn’t work Accidental order  Wrong item was sent   
Other (please provide details below):

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**Terms of Return**

1. Any assemblies returned will incur a 20% restocking fee to cover parts and labour.
2. Unused goods may be returned for a refund, exchange, or credit, up to 60 days from date of invoice, however will incur a 20% restocking fee.
3. Unused goods purchased after 60 days from date of invoice are non-returnable.
4. We do not accept goods back for credit (without prior arrangement) that are over two (2) months from date of invoice.
5. Goods damaged in transit will be replaced, provided the goods have been shipped under our shipping company account only.
6. All returned goods must be in as new condition (unless returning goods damaged in transit, see *5)* above), including packaging and labels.
7. Shipping fees on return of goods is at your (the consumer) cost, unless OIC have shipped the wrong product in error.
8. Restocking fees incurred will be deducted from your refund.
9. ***No return is available*** for products purchased outside of our catalogue that are brought in specifically for your order.