



## WILLIAMS GROUP AUSTRALIA PTY LTD

### REFUND POLICY - CREDIT & CASH

#### 1. Credit, Refund or Replacement Policy

The following outlines the Credit, Refund or Replacement Policy of Williams Group Australia Pty Ltd.

Williams Group Australia Pty Ltd will provide a credit, refund or replacement product in the following circumstances subject to meeting criteria as detailed below:

- a product ordered by the customer is no longer available;
- Williams Group Australia Pty Ltd cancels a product in part or in full;
- the customer cancels an order for a product in part or in full;
- the product does not meet with the customers approval;
- the price charged varies from the advertised price or the amount paid by the customer;
- Williams Group Australia Pty Ltd replaces a prepaid product with a one at a lesser price;
- the person or organisation billed did not originate the charge as a result of fraudulent use of the customers account, credit cards or other such circumstances.
- special orders of non stock items are in excess of actual requirements & can be resold, to be at the discretion of Williams Group Australia.

This policy is subject to any specific agreement or contract applicable to specific products. Please see below for further information.

#### **Product or Service No Longer Available**

In the case that a product be it a stock item or manufactured product has been paid for and Williams Group Australia Pty Ltd is unable to supply that product due to the fact that it is no longer available, the customer is entitled to a full refund.

#### **Customer cancels an order of product or materials**

In the event that a customer cancels a manufactured product order **prior** to materials being ordered for manufacture, or stock items being dispatched, the customer is entitled to a full refund equal to the amount of the purchase.

In the event that a customer cancels the purchase **after** materials for manufacture have been ordered or the item has been manufactured a refund is available at the discretion of Williams Group Australia Pty Ltd.

In the event that a customer cancels the purchase **after** stock items have been dispatched, the customer is entitled to a refund equal to the cost of the item less, at the discretion of Williams Group Australia Pty Ltd, a restocking fee & the charges of the delivery and return of the item. The refund will be made upon the return of the product in an acceptable condition.

#### **The Product Does Not Meet with the Customers Approval**

Unless there is a specific agreement or contract in place, Williams Group Australia Pty Ltd Conditions of Sale apply. This is subject to any warranty which may be implied by law, the Companies liability to the customer for any loss, damage or injury howsoever caused by the Company, whether due to negligence or otherwise, in relation to a product shall be limited to providing a replacement of that product".

Williams Group Australia Pty Ltd	Cash & Credit Refund Policy	Version: 1	Page 1 of 3
Author: Group General Manager	Last Review Date: September 2013	Approved by:	Managing Director



A refund may only be considered in the case that the customer's disapproval of the product is attributable in whole to an error on the part of Williams Group Australia Pty Ltd.

### **Price Reductions**

In the event that a product is replaced by one of a lesser price, prior to delivery, the customer shall be entitled to a refund totaling the difference in costs.

### **Special Orders - orders of non stock items in excess of requirements**

In the event a customer requests return of non stock product specifically ordered for them, the following needs to be taken into account prior to raising any credit or refund.

- supplier is prepared to accept return of product - credit or refund will be approved less costs to return product & any supplier fees attached to return.
- non stock product held by Williams Group Australia on behalf of the customer - credit or refund will be approved less costs to restock product & any other fees associated with the resale.
- returns or credits are at the discretion of Williams Group Australia.

### **Proof of Purchase**

A Customer is required to provide proof of purchase for all products and/or services for which a refund it sought. Proof of purchase includes the order number for the purchase and may also include

- Williams Group Australia Pty Ltd customer docket/invoice.
- credit card details;
- cheque details; or
- the purchase order number.

### **Form of Refunds**

A refund if provided will be in a form agreeable to Williams Group Australia Pty Ltd.

## **2. Cash Refund Policy**

Williams Group Australia Pty Ltd will accept product returns and provide you with a refund where:

- The product is faulty or is not of merchantable quality, or
- The product is not fit for its intended purpose, or
- The product does not match the sample or our description; and

**You can present your Williams Group Australia Pty Ltd register receipt or other adequate proof of purchase.**

If you cannot present your register receipt or other acceptable proof of purchase Williams Group Australia reserves the right not to offer a refund or exchange.

Williams Group Australia Pty Ltd	Cash & Credit Refund Policy	Version: 1	Page 2 of 3
Author: Group General Manager	Last Review Date: September 2013	Approved by:	Managing Director



Please note:

- Your original Williams Group Australia register receipt is the best form of proof of purchase,
- Refunds will be issued using your original payment method,
- Refunds will not be provided for the purchase of gift cards. Gift cards are not redeemable for cash.
- Please return any accessories and manuals supplied with product.

**On receipt of any cash refund customers will be required to sign refund documentation to be retained by Williams Group Australia Pty Ltd as proof of receipt of refund for specified goods.**

Williams Group Australia Pty Ltd	Cash & Credit Refund Policy	Version: 1	Page 3 of 3
Author: Group General Manager	Last Review Date: September 2013	Approved by:	Managing Director