Return of Goods Policy

No returns will be accepted without a return authority number from this company.

Invoice number and date is required on all claims. If an invoice number cannot be quoted, goods will be credited at the seller's current lowest catalogue price, less 20 per cent to cover any possible price increase since date of purchase. Goods will not be accepted back by this Company unless we have received prior notification and an authority number can be quoted. The Buyer is responsible for freight chargers on goods being returned.

1. Valid claims for incorrect goods sent will be credited in full provided we are notified within 14 days of receipt of goods. Claims over 14 days cannot be recognised.

2. Goods made to order or specifically manufactured for the Buyer are **non-return items** and will not be accepted.

3. Return of "resalable goods" not required/ordered in error after 14 days from date of invoice will be at this Company's discretion and subject to a 20% Restocking Fee.

4. "Resalable goods" are:

   a)   In their original packaging

   b)   Not shop-soiled

   c)   Not price ticketed or have shop stickers

   d)   Still current catalogue items

5. Goods returned in a non-salable condition – (i.e. other than as above) will not be accepted back for credit and will be returned "Freight-on" to the sender unless Prior Arrangements have been made

6. Faulty goods must first be inspected by an Emro team member who will then arrange for their return.

7. A Credit Note will be issued and applied to the Trading Account. Credit is to be used against the purchase of other Goods.

8. The Buyer is not entitled to any credit/deduction from payment until the Seller's Credit Note is issued.

9. Under no circumstances will Credits be issued to the Buyer in a form of payment.

10. We regret any inconvenience and request that should you ever have to have a request to credit or desire to return goods to please observe the above procedures in order to avoid any embarrassment due to non-processing or non-acceptance of claims and returns.