



LUCESCO
light for life

RETURNS POLICIES & PROCEDURES



Current at March 2018



Returns Policies

In this document:

We or us means Lucesco Lighting Australia Pty Ltd (ABN) 98 614 863 991; You or the Customer refers to the authorised distributor that purchased the Goods from Lucesco Lighting Australia Pty Ltd; and The Goods refer to Lucesco Lighting branded products purchased in Australia.

This document outlines the conditions under which we will accept the return of non-defective goods. (For defective products please refer to the Warranty against Defects and Warranty Claim Procedure documents. However, we will endeavour to provide replacements where possible rather than providing credit).

Slow Moving Goods

- Where products have not moved for 3 months, Lucesco agrees to exchange the product with fast moving product to the value of. (Unless otherwise agreed in writing)
- Freight costs incurred will be the responsibility of the returning branch.
- Slow moving returns are only accepted for Lucesco commodity products (Lucesco commodity products are the goods included in the latest Lucesco product catalogue).
- Lucesco will only accept return requests when there is a new order with equal value accompanied.
- If slow moving return requests are sent within three (3) months from the original purchase date, no re-stocking fee will apply.
- Any requests sent after three (3) months but within six (6) months from the original purchase date will incur a 25% re-stocking fee of the total amount of the request.
- Lucesco will not accept a return request if the original purchase date is more than six (6) months from this date.
- Lucesco will provide a “goods return authority” (GRA) form prior to the return of any goods. All goods must be in original packaging, unsoiled, undamaged and otherwise in a re-saleable condition.
- Inspection of returned goods is at the discretion of Lucesco and can take up to four (4) weeks upon receiving returned goods for credit to be issued.
- Lucesco Lighting will not accept liability for any returned goods damaged in transit

Custom/Project Lighting

Custom/project lighting (all products not in the latest Lucesco product catalogue) are deemed as non-returnable/refundable. IF Lucesco does agree to return a custom-built product, a 70% re-stocking fee will apply.

For all other goods

Lucesco has sole discretion to decide if a return is accepted and allocate an acceptable restocking fee (if required) Criteria Required for Return

- Goods MUST be in 100% re-saleable condition
- Original Packaging (no printed tape or labels on boxes)
- Unsoiled / Undamaged
- Meet time frame criteria



Goods will NOT be accepted in any of the following circumstances

- Goods are returned without Lucesco official GRA (Goods Return Authority) number.
- Goods are returned without original PO and/or Invoice information.
- Goods have been used or modified.
- Goods are not in original packaging or packaging is damaged.
- Goods were a custom/project item.
- Goods have been returned after 14 days of GRA being provided.

Conditions

Lucesco Lighting Australia Pty Ltd will inspect the goods on arrival to ensure that the goods comply with resale standards, if goods are cleared to be re-stocked, a credit note will be issued within 28 days.

- You are always responsible for the freight costs associated with returning goods to Lucesco Lighting Australia Pty Ltd Head Office – Unit 4, 277 Sir Donald Bradman Drive, Cowandilla, SA 5033
- The amount of the credit will be the original price invoiced.
- Credit can only be deducted from your monthly account when official credit note has been issued to you by Lucesco. (Lucesco will not accept any deduction when our credit note number is NOT quoted on your payment remittance and the short payment becomes payable straightaway).

Return Procedure

This document describes the process that Lucesco Lighting Australia Pty Ltd expects to follow for all return requests of non-defective goods.

1. Customer must obtain a GRA (Goods Return Authority) number from Lucesco Lighting Australia Pty Ltd before an item can be returned.
2. Please email us a request for GRA (Goods Return Authority) and provide your reasons for the request to enquiries@lucesco.com.au along with the original PO number and/or Invoice number. Pending assessment of your return request to our policy, a GRA (Goods Return Authority) number will be issued within 5 working days via email.
3. If an item has been returned without a GRA (Goods Return Authority) number, Lucesco Lighting Australia Pty Ltd may refuse to accept the return.
4. After receiving a GRA (Goods Return Authority), you have 14 days to return the goods to Lucesco Lighting Pty Ltd Head Office – Unit 4, 277 Sir Donald Bradman Drive, Cowandilla, SA 5033. Please attach the Lucesco Lighting GRA (Goods Return Authority) form to the outside of the box(es) being returned along with a copy of your original internal claim, so that your claim can be processed smoothly and shipment can be identified quickly. If not returned within 14 days of GRA issue the goods/RFC will not be recognised.
5. Lucesco Lighting Australia Pty Ltd will inspect the goods on arrival to ensure that the goods comply with resale standards. If goods are cleared to be re-stocked, a credit note will be issued within 28 days. Otherwise you will be contacted with the reason for your request being declined.

Lucesco Lighting Australia Pty Ltd reserves the right to refuse a credit request if goods are returned in an unacceptable condition. A GRA number is NOT automatic approval for a credit request. The official approval is provided in the form of a credit note

AN INSPECTION MUST BE CARRIED OUT BEFORE ANY RETURNS ARE APPROVED

Please read our Warranty against Defects and Warranty Claim Procedure for more information on warranty claims.