

Confidentiality Caution: If you have received this communication in error, please note that it is intended for the addressee only, is privileged and confidential and dissemination or copying is prohibited. Please notify us immediately by telephone and please discard this communication.

From: _____ **Recipient:** _____

To: _____

Phone: _____ **Fax:** _____

Date: Tuesday, 03 August 2010 **Pages:** Page 1 of 2

Subject: GOODS RETURNED FOR CREDIT

Good Day,

In order that we improve our service to you, we ask that you be aware of what we can be expected to do for you.

GOODS RETURNED FOR CREDIT

Our receiving team can receive any goods, which are accompanied by a copy of the original invoice endorsed with an authorisation number. A stamped copy of the invoice or your GRV will always be issued. The authorisation number should be obtained by email, fax or telephone from AC/DC Dynamics prior to the goods being sent back.

Authorisation number will be issued for goods to be returned for credit under the following circumstances:

Without handling charges:

1. Where the goods have been supplied on an invoice clearly marked "SALES OR RETURN" and are being returned within 14 days or other time specified.
2. Where an order has been clearly duplicated by AC/DC Dynamics or that the goods are not in accordance with your original order.
3. Where the goods are not to be returned within 30 days of purchase and similar products are required in their place. E.g. one enclosure being changed for a different size or colour enclosure.

With handling charges:

1. Where standard products correctly supplied, are no longer required and are being returned within 60 days in their original packaging is resalable condition, a 15% handling charge will be applicable. Over 60 days the charge becomes 25%.
2. Instruments test and measurements, up to 50% handling charge.

It must be emphasized that to avoid the frustration of a driver being sent away, the authorization number should be clearly shown on your paperwork.

Requests for Return of Goods That Will Not be Accepted or Authorised

No authorisation numbers will be given for the following.

1. Specially manufactured or imported products, cut lengths of cable, flexible conduits or used/damaged goods.
2. All festive lights (seasonal products – out of season).
3. Lamps. Fluorescent energy saving lamps.
4. Cable trunking (except when exchanging for different size).

REPAIRS & WARRANTEE CLAIMS

Upon receipt of your goods, a repair note is issued detailing the action required. Where goods are received by courier or post, our receiving team will fax or post the repair note to you. To progress your repair or warrantee claim, kindly refer to the repair note number. It must be emphasized that instructions stating the nature of the application of product and its alleged faults must be given. Our workshops cannot be expected to proceed with information limited to “faulty”.

Regards,

AC DC Express

