

# Moffat Pty Ltd Spare Parts Return Procedure

## Effective from 1<sup>st</sup> January 2012

### RETURNS PROCESS

A **Return Authorisation (RA)** is required for **ALL** returns, and can be easily obtained by calling Moffat Spares Parts on 1800 337 963 or via email; spares.info@moffat.com.au.

To assist in making the process easy, please have the part number, the invoice number, and the reason for returning the part before calling / emailing for your Return Authorisation.

The parts being returned must be in a salable condition, including original packaging, complete with a copy of the Return Authorisation. Exception to this is a warranty return or transit damage.

Freight to be paid by the purchaser for all goods returned. We recommend that they are returned via Courier or registered mail to allow track and trace if required.

Standard Restocking Fee Policy applies on parts returned and receipted at Moffat within the following timeframe (from date of invoice):

01 – 30 Days 0% Restocking Fee  
31 – 60 Days 15% Restocking Fee

**No returns will be accepted beyond 60 days.**

The credit for returned parts shall be applied to the purchaser's account / credit card generally within 15 business days upon receipt and inspection of the returned part(s).

Any deviation from the above requirements or procedure may result in delayed credit processing or rejection of return.

Moffat will not accept any returns without prior approval or consent from the Spare Parts Department.

Authorised returns must be returned to Moffat Pty Ltd, Door 4, 740 Springvale Rd, Mulgrave, VIC3170.

### Returns Checklist

- Have your original invoice number part number and reason for returning the part(s) available.
- Contacted Moffat for Return Authorisation Number via 1800 337 963 or spares.info@moffat.com.au
- Printed copy of Return Authorisation included in the packaged part(s) to be returned.
- Part(s) returned within timeframe above.