



## GOODS RETURN POLICY AND PAYMENT TERMS

### **GOODS RETURN POLICY:**

#### **ALL CUSTOMERS SPECTACLE FRAMES, SUNGLASSES, CASES AND SUNDRY CLAIMS**

1. All merchandise is fully guaranteed against any manufacturers' defect. Any defective frame or part will be either repaired or replaced.
2. Manufacturers' warranties will be applied according to the terms of their warranty. A one year warranty will apply on all spectacle frames and sunglasses (excluding sunglass lenses).
3. The company will not accept goods for return unless the return has been authorised and a Return Authorisation Form with a signature accompanies the goods together with a copy of the relevant invoice.
4. Damaged or incorrectly delivered goods may only be returned:
  - Within 3 months of date of purchase (ie. 90 days)
  - With the original packaging
  - In a saleable condition
  - With the Return Authorisation Form
5. A handling fee of 20% will be deducted if the goods are not in the original packaging.
6. Discontinued goods and promotional/bonus goods may not be returned for credit.
7. Unauthorised goods returned will be returned to the customer at the customers' expense.
8. Sales reps can only authorise returns on the following basis:-
  - Only returns of less than 12 pieces
  - Only if a replacement order of a minimum of double the order is obtained, ie. If the return is for 8 pieces, then the replacement order must be for 16 pieces.
9. Only management can authorise returns in excess of 12 pieces, but only with an order of double the quantity of the same product.
10. Claims for short deliveries, breakages or damaged product must be lodged with our office in Cape Town within 14 days of receipt of goods. Failure to do this will constitute a waiver by the customer of any right to make a claim.

The above does not apply if goods were incorrectly despatched or sent to the incorrect address or if there is a bona fide warranty claim.