

# Sales Returns/Credit Policy

## 1. Introduction

The following document stipulates the returns policy of Capital Equipment Hire Pty Ltd. This policy has been put in place to ensure customers and our entity are protected in the exchange of goods and services.

For the purposes of this policy, the following definitions have the following meaning:

*Customer* → any individual or company who has purchased a product or service from Capital Equipment Hire Pty Ltd.

*Claimant* → any customer lodging a returns' claim to Capital Equipment Hire Pty Ltd.

## 2. Claim Overview

### 2.1 Claim Period

Any return claim must be submitted to [office@capitalequipment.com.au](mailto:office@capitalequipment.com.au) with a copy of the receipt within 5 days of delivery. All return claims are firstly approved or disapproved by Capital Equipment Hire internally; when the claim conditions are deemed satisfactory/not satisfactory, the claimant will be notified. Unsatisfactory claims will not be actioned.

### 2.2 Conditions for Return/Credit Claim Approval

We accept returns for products with defects, incorrect quantity or item delivered, or incorrect price charged. We also accept returns for products damaged via transit carried by Capital Equipment Hire delivery vans, but must be submitted upon the delivery of the goods (within the hour of delivery), not within 5 days. Photos or videos are required to be submitted with any claim as evidence of the error that has occurred.

### 2.3 Conditions of Return/Credit Claim Disapproval

We do not accept returns for electronic products including motors, control boards, user interfaces. Detergent/liquid and consumable products are also not accepted.

We also reserve the right to refuse replacement, repair or refund if you purchased a product from us aware of its defect(s). We may also refuse replacement, repair or refund if the damage is caused by your misuse or mishandling of the product. We also do not accept replacement, repair or refund of products that are outside of its manufacturing warranty period (see 3.3 Warranty). Disapproval of a return claim may also occur under the following circumstances:

- Return request lodged outside the Claim Period
- Purchaser error
- Purchaser remorse
- Claim submitted for indent items (see 4. Cancellation Policy)
- Damage via transit of third-party couriers (see 5.1 Delivery Policy)
- Damage via operator ignorance/neglect (see 5.3 Delivery Policy).

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### 3. Returns

#### 3.1 Return Location

All returns must be delivered to:

Unit 2

1 Cowpasture Place

WETHERILL PARK NSW 2164.

We accept returns either by courier or claimant drop-off.

#### 3.2 Return Conditions

Upon the approval of a return claim, a minimum 20% restocking fee will be applied, and return freight charges are at the expense of the claimant. Any other terms negotiated will be honoured in the Return/Credit Process. Please note that products listed under the heavily discounted Hot Deals category on the website are non-returnable.

#### 3.3 Warranty

Warranties vary from brand to brand and product group to product group. When Capital Equipment Hire reviews a return/credit claim, the warranty conditions below are taken into account:

- Equipment is supplied with a minimum 12 months warranty, although select product groups are supplied with up to 36 months or 2000 hours (providing regular periodic maintenance has been completed). Speak to your sales representative directly for your machines' warranty period.
- Parts are supplied with a 6 month warranty from date of purchase.

If a claim is made outside of these warranty timelines, the claim will be subject to disapproval.

#### 3.4 Return/Credit Process

##### 3.4.1 Returns

All products need to be returned in the following condition:

- brand-new (apart from defect claims)
- packaged in original carton/case
- no damage/markings to the packaging
- all components included in initial delivery.

##### 3.4.2 Credit Process

An email must be sent within the 5 days Claim Period to either:

- [office@capitalequipment.com.au](mailto:office@capitalequipment.com.au) with the Invoice Number and Part Number listed, or
- to your designated salesperson at Capital Equipment Hire, replying to the last correspondence.

Capital Equipment Hire may alter the credit value depending on the specific claim situation. A confirmation email will be provided if a credit request is approved and actioned under our Accounting Policy.

### 4. Cancellation Policy

In the event where a customer requires to cancel a confirmed order with Capital Equipment Hire and has not yet received the product, submitting a Cancellation Request to [office@capitalequipment.com.au](mailto:office@capitalequipment.com.au) is required as soon as a customer decides to cancel.

Please note, that indent items (items that are not locally stocked) are non-refundable no matter the circumstance.

Cancellation requests are handled as a case by case approach. A 20% restocking fee is liable to customers after crediting the payment and cancelling the order based on how far a Sales Order has progressed since it's confirmation.

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## 5. Delivery Policy

Capital Equipment Hire organises its own delivery of machine/equipment products to customers directly and partners with third-party courier services to dispatch parts and other smaller goods to customers. Customers will be advised when a product has been dispatched and the estimated delivery time by a sales rep.

### 5.1 Damage Caused via Courier Transit

Capital Equipment Hire ensures before courier dispatch, all goods sent are in new and working condition to customers. After a good is collected by a courier for delivery, the onus and responsibility of the part no longer lies with Capital Equipment Hire, and therefore is not responsible for the damage or breakage caused from transit.

### 5.2 Damaged Caused via Capital Equipment Hire's Delivery Vans' Transit

For machines and equipment delivered directly by one of our delivery vans, and damage to a good arises due to transit from our Wetherill Park site to the customer location, Capital Equipment Hire will honour any repair/replacement costs needed.

In a circumstance where this may occur, the customer must upon delivery of goods (within the hour) call 1300 799 312 and notify a Sales Representative of the delivery of damaged goods and must send a photo of proof. If Capital Equipment Hire receives a replacement/credit request due to delivery damage after receiving the product, Capital Equipment Hire will reject the claim. When a customer keeps a delivered product and does not lodge a returns request within the hour of arrival, it is considered an accepted good.

### 5.3 Operator Ignorance

For safety and the best interest of our customers, upon delivery of a machine or equipment to a customer, it is part of Capital Equipment Hire's sales process to show customers how to correctly use the equipment. If a customer refuses demonstration of the general operation and maintenance of the machine, and damage is caused as a result of operator ignorance, Capital Equipment Hire will not honour any replacement part costs or servicing costs to repair the machine. Therefore, if a claim is made under the above reason, it will be rejected.

## 6. Accounting Policy

Approved claimant credits will appear in the customer's account within 15-30 days of approval; this time is variable due to the time taken for product inspections, claim investigation and claim approval. Credit will be made using the same payment process the customer used to pay for the product initially.

Customers have the option for the credit to be allocated to short pay any outstanding invoices; failure to pay unrelated invoices will result in customer account closures or holds.

## 7. Contact

If you have any questions or issues arise during the Returns/Credit process, please contact Capital Equipment Hire:

E: [office@capitalequipment.com.au](mailto:office@capitalequipment.com.au)

Ph: 1300 799 312