

RETURNS FORM

Please complete and return this form by either fax or email

to:

Email:

Return No:

ITEM SKU	QUANTITY	RETURN REASON	CREDIT OR REPLACEMENT

Company Name: _____ Project/Sales Order No.: _____

Contact Phone No. _____ Contact Email: _____

Prepared by: _____ Date: _____

RETURN TERMS & CONDITIONS:

- All returns must be authorized with a completed RETURN form;
- Items must be received into NOVii warehouse along with fulfilled RETURN form for a credit to be processed;
- We recommend shipping your return products via a tracking courier. The customer is liable for all freight and insurance costs while goods are in transit and at the premises of NOVii or its subcontractors;
- All returns are subject to a 10% restocking fee unless faulty or an arrangement is made by mutual agreement with NOVii;
- NOVii may repair or replace the goods, if applicable, in accordance with our Terms and Conditions of Trade (copy available on website);
- No credit will be given on custom made goods, non-stock items, clearance and factory second items;
- No claim will be recognized unless returned goods are in "as new", saleable, undamaged, and not shop spoiled.
- Returned merchandise must be in the original packaging and in resalable condition;
- Please note credits cannot be issued for shipping costs or merchandise purposefully damaged;
- Under the Consumer Guarantees Act customers are entitled to have your product repaired, replaced or refunded if broken or faulty under warranty. We will either resend the parts or replace the whole product depends on the circumstance. The customer shall send the faulty item back to NOVii immediately within the packaging used on the replacing product. We will assess the product to determine the nature of the issue;