

# RETURN POLICIES

Effective from January 4th 2021

This excludes all items related to service and repair



## SEE RETURN POLICIES CHART FOR DETAIL

This chart will guide you about the circumstances where re-stocking fees may apply. The application form can be found on page 2 (All fields in this form are mandatory). Serial numbers must be provided for all returning products. IoT Wholesale Limited is not bound by these guidelines. Please refer to your IoT Wholesale Ltd terms and conditions of sale which govern your purchase.

Approved applications will be issued a Return Material Authorisation (RMA number). Returning goods will require approved application form, otherwise they will not be accepted.

*\*The guidelines are subject at all times to the terms and conditions under which the goods were supplied.*

Return Scenario		Re-stocking Fee
1	<ul style="list-style-type: none"><li>• Goods Return Application attached</li><li>• Goods in brand new condition -box must be sealed</li><li>• Boxes unmarked</li><li>• Sales office or Warehouse error</li><li>• Within 14 days of invoice date</li></ul>	Free of Charge
2	<ul style="list-style-type: none"><li>• Goods Return Application attached</li><li>• Goods in brand new condition -box must be sealed</li><li>• Boxes unmarked</li><li>• Customer error / reduction of scope</li><li>• Within 30 days of invoice date</li></ul>	20% Fee
3	<ul style="list-style-type: none"><li>• No Goods Return Application attached</li><li>• Packaging and/or accessories missing</li><li>• Boxes opened and/or written on</li><li>• Goods marked or damaged</li><li>• Goods greater than 30 days from invoice date</li><li>• Custom colour or custom built orders</li></ul>	Non-refundable
4	<ul style="list-style-type: none"><li>• Goods Return Application attached</li><li>• Box unmarked and original</li><li>• Goods in brand new condition</li><li>• All accessories must be included</li><li>• Fault description supplied and in detail</li><li>• Within 14 days of invoice date</li><li>• If no fault is found with the item the goods will be returned at the dealers cost</li></ul>	Subject to Manufacture's Warranty Condition

For more information please call us on

09-299 2888 or 0272828608 OR

Email us at [info@iotwholesale.co.nz](mailto:info@iotwholesale.co.nz)



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**IoT**  
Wholesale

## Product Returns

Please complete the form below to request an RMA number.

### Order Information

First Name

Last Name

E-Mail

Telephone

Order ID

Order Date

### Product Information

Product Name

Product Code

Quantity

### Reason for Return

- Dead On Arrival
- Order Error
- Received Wrong Item
- Faulty, please supply details
- Other, please supply details

Product is opened

- Yes  No

Faulty or other details

### Customer Signature

By signing this form I acknowledge that I have returned the items listed above.

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