



45 Barclay Road Derrimut VIC 3026
Phone: 03 9219 7800 Fax: 03 9219 7899
Email: accounts@stingsports.com

Office Use only:	
Authorised by:	_____
CR Number:	_____
Actioned by:	_____
Date:	_____

Exchange and Returns Authorisation Form

Please use this form to return any item or report any issue relating to items purchased direct from Sting Sports. Purchases made from another store must be returned directly to that store.

Business Name			
Contact Person			
Address			
Phone			
Email			
Invoice Date		Invoice/Order Number	

Reason for Credit/Return:

1 - Short Supplied 2 - Damaged/Faulty Goods 3 - Wrong Size (Exchange) 4 - Wrong Size (Refund) 5 - Other (provide details)

Quantity	Product Details	Colour/Size	If exchange Colour/Size	Reason

Goods Return Policy

- Goods may only be returned if they are damaged upon delivery, oversupplied or not the ordered goods. Customers wishing to return goods must notify the Sting International Customer Service department **within 7 working days of delivery of goods**, failing which the basis for any such claim for return shall be deemed to be waived by the Customer.
- No claims for damage or loss will be entertained unless the goods are noted as being "damaged" on the delivery note and the claim has been made within 7 days of delivery of the goods.
- Goods damaged in transit for which Sting is responsible for providing or contracting for carriage must be notified to Sting and the carrier within 3 days of receipt of goods by the Customer and the goods must be noted as being "damaged" on the transport delivery sheets. Goods must be retained with all wrappings, cartons and other items which they were originally supplied with by Sting pending instructions from Sting. Sting cannot institute or assist the Customer with a claim on the carrier until the goods have been inspected by Sting.
- Sting may (but is not obliged to) accept goods that are not damaged, oversupplied or not the ordered goods for return on terms and conditions determined by Sting in its absolute discretion.

Returns

- Before any goods may be returned Customers must telephone the Sting International Customer Service department for authorisation of a Goods Return Authority (GRA) number.
- Goods must be returned by and at the Customer's expense in their original packaging and the GRA number must be clearly marked on the outside of the box or other packaging in order for goods to be accepted by Sting's warehouse staff. The issue of a GRA number and acceptance of returned goods by warehouse staff does not constitute acceptance by Sting of the Customer's claim for return.
- Goods returned without a GRA number will not be accepted by warehouse staff and will be returned to the Customer at the Customer's expense.

Warranty

- To the extent permitted by law, the warranty as provided for in this Clause shall be in lieu of and to the exclusion of any warranty, condition or liability express or implied by law in respect of the description, quality, suitability or fitness for any particular purpose of goods or otherwise, and Sting shall not be under any liability, whether in contract, tort or otherwise, for any injury, damage or loss whatsoever arising in any way in connection with the supply or use of the goods or from any services provided, including (without limitation) consequential loss or damage arising from claims by the Customer, third parties or otherwise.
- If rights are conferred upon the Customer or obligations are imposed upon Sting by certain Federal or State legislation ("the said legislation") which cannot be excluded, the provisions of this Clause shall be read subject to those rights or obligations and subject to Sting's Standard Warranty for the period applicable to specific Products. Details of Sting's Standard Warranty and the schedule of periods applicable are available upon request from Sting's Head Office at 8 Eucumbene Drive, Ravenhall, Victoria 3023.
- To the extent permitted by the said legislation Sting hereby expressly limits its liability to:
 - in the case of goods covered by Sting's Standard Warranty, any one of the following (at Sting's discretion):
 - the replacement of the goods or the supply of equivalent goods; Sting International Pty Ltd
 - the repair of the goods;
 - the payment of the costs of replacing the goods or of acquiring equivalent goods; or
 - the payment of the costs of having the goods repaired; or
 - in the case of goods not covered by Sting's Standard Warranty the Customer may elect one of the following:
 - at the written request of the Customer, the supply of a quotation for the repair of the Product, and if the quotation is accepted in writing by the Customer, the repair of the Product at the Customer's expense; or
 - if the Customer elects in writing for the Product to be returned to the Customer without repair, the return of the Product at the Customer's expense.

Return products to:
Sting International
Pty Ltd
45 Barclay Road
Derrimut, Vic 3026