

## CLA Returns and Credit Policy

### Goods No Longer Required / Ordered Incorrectly

- Prior approval must be given by CLA for Goods to be returned for Credit
- All returned goods must be:
  1. Current stocked items
  2. In original packaging which is unsoiled, undamaged and unmarked
  3. In resalable condition
- Returns will be accepted with the original invoice number and date supplied
  1. Within 7 days of receipt of goods for CLEARANCE SALE items
  2. Within 1 month of purchase date, with no further action required regardless of reason
  3. Between 1 month and 6 months of purchase date with either an order to the value of the return or a 20% restocking fee
  4. Beyond 6 months at CLA's discretion and a 20% restocking fee will apply

**NB: DISCONTINUED ITEMS will be at CLA's discretion and a 20% restocking fee will apply**
- Cost and arrangement of returned goods is subject to the reason
  1. If an incorrect item was dispatched by CLA, CLA will bear the cost of arranging a replacement and collection of the incorrect item
  2. If the goods have been incorrectly ordered or are no longer required, the customer will bear the return freight costs

### Credit Claims for Defective Product

#### 1. Defects and Breakages

Without limiting any other benefits, rights or remedies the Customer might have, the Customer must inspect the goods on delivery and must within seven (7) days of delivery notify CLA in writing of any evident defect /damage, shortage in quantity, or failure to comply with the description or quote as ordered by the Customer. The Customer must notify any other alleged defect in the Goods as soon as reasonably possible after any such defect becomes evident and otherwise within the timeframes provided and in accordance with any applicable express warranty against defects provided by CLA in respect of the goods. Upon such notification the Customer must allow CLA to inspect the Goods.

#### 2. Defective Exclusions: Damage Caused by

- Use of the product not in accordance with manufacturer's instructions (including any defect or failure of the product attributable to misuse, abuse, accident, non-observance of manufacturer's instructions or connection not in accordance with the voltage requirements specified on the product)
- Installation of the product not performed by a licensed electrician
- Normal wear and tear. Exhaustible components of the product are included under this warranty only where there is a defect in workmanship or materials used
- Alteration, misuse, accident, fire, power issue (spike or surge), climate condition, infestation by bugs, accidents, negligence or exposure to harmful chemicals or pollutants or any circumstance which is beyond the control of CLA

**3. Warranty is Immediately Void if:**

- Any appliance plate is removed or defaced by a person other than an authorised representative of CLA
- The product has been serviced or otherwise repaired by a person not authorised to do so by CLA or where non-approved replacement parts are used
- The warranty applies to defects which appear and which are notified to CLA within the Warranty Period (as per original invoice date or date of sale to customer as per proof of purchase)

**4. Consumer Advised Defects**

If a Consumer advises of a defect in a product purchased from you, within the warranty period specified for the product:

- 4.1 Request they stop using the product
- 4.2 Place an order (on official form if necessary) for a replacement if required (clearly stating REPLACEMENT for faulty and provide your original invoice number and date)
- 4.3 CLA will dispatch the REPLACEMENT either to your store **OR** if original order was DROP SHIPPED, direct to YOUR customer (**within Australia only**)
- 4.4 The customer is responsible for the cost of removal and re-installation of the goods
- 4.5 **If the costs of removal and re-install of the goods is in question, please contact credits@clalighting.com.au or phone 02 9938 7103 BEFORE making any further arrangements**
- 4.6 CLA will invoice your account for the REPLACEMENT
- 4.7 Raise a Credit Claim either:
  - Nominating the original invoice and date, if no REPLACEMENT was requested or
  - Nominating the invoice for the REPLACEMENT
- 4.8 Forward your credit claim and the information supplied by your customer to [credits@clalighting.com.au](mailto:credits@clalighting.com.au)
- 4.9 CLA will raise an RFC and respond with how to proceed
- 4.10 CLA will arrange for collection of the defective product from your store/branch **OR** if the original was DROP SHIPPED, from YOUR customer's address (**within Australia only**)
- 4.11 The defective item will be TESTED once received by our warehouse
- 4.12 If defective, CLA will credit your account
- 4.13 If the item is found to be in working condition or to have been used outside the recommendations, the original item will be returned to your store with the dispatch of your next order
  - The invoice for the REPLACEMENT will need to be paid according to your TERMS and CONDITIONS
  - If CLA is unable to REPLACE the defective product, CLA will refund the original purchase price

Please note that outstanding **Request for Credit** cannot be used to offset any invoices. Such matters are to be resolved as completely separate items to invoice payments. Only finalised **Credit Notes** can be applied to invoices due.

Credit Claim Reference:	Date:
Claimants Company (CLA CustCode)	
Claimants Email Address	
Claimants Phone Number	
Purchaser's Name	
Purchaser's Phone Number	
Purchaser's Email Address	
Date of Purchase (attach proof of purchase)	
Installation Address / Project or Job Name	
Installing Electrical Contractor's Name	
Installing Electrical Contractor's Company Name	
Installing Electrical Contractor's ABN No	
Installing Electrical Contractor's Licence No	
Installing Electrical Contractor's Phone No	
CLA Part Number	
Installation of product – as much information as possible	
Nominate quantity of product used on the circuit	
Was a dimmer installed	Yes or No Brand and Model:
Was the circuit 2 way switched	Yes or No