

Policy Document

Inventory Returns

polytec will not accept product returns after 6 months from the original invoice date.

If **polytec** elects to take back a stocked inventory item, it must be in an 'as new' or saleable condition. To qualify as saleable, the product must meet the below conditions.

The product:

- must be free from any markings, blemishes, damage or imperfections obtained post-delivery.
- must have been stored indoors on a flat, even surface to prevent bow.
- must not be subject to excess heat and humidity.
- items that are deleted, MTO Del, or MTO will not be accepted for return.

A product inspection may be required by **polytec** personnel to deem the product meets the above requirements. **polytec** may not accept the request to return any product that has been ordered to specifically meet the customer's requirement and is not stocked in New Zealand.

Products accepted for return by **polytec** will attract a re-stocking fee which is 15% of the item value or a minimum of \$75 (whichever the greater). The return fee will be deducted from the amount returned (credit). The original invoice number and a copy of the original invoice must accompany all products returned to the Supplier.