

## RETURN POLICY

- Goods may be returned to Crest within 60 days of the invoice date.
- Crest will issue a credit note to the retailer less a 20% restocking fee, or 10% if a similar product is purchased at the same time.
- It is the retailers' responsibility to arrange and bear the cost of returning the goods. Should Crest arrange and bear the cost of the freight, the freight will also be deducted off the credit.
- If the product is being returned due to it being incorrectly supplied, faulty or freight damaged, no restocking fee will apply and Crest will arrange the return freight.

### **INSTRUCTIONS AND CONDITIONS FOR PRODUCT RETURNS**

- All products returned must be accompanied by a Crest "Goods Return Form". Please call Crest Customer Services for your Goods Return Authorisation Number.

### **RETURNS WITHOUT THIS FORM AND AUTHORISATION NUMBER WILL NOT BE ACCEPTED**

- Attach the Goods Return Form to the outside of the package in a plastic envelope alongside your credit request.
- All products must be returned in their original packaging and in their original condition. This includes inner packaging, installation instructions and templates.
- Products that have been installed are non-returnable.
- Non-stock or custom-made products are non-returnable.
- All products will be inspected prior to credit approval.