



## **REQUEST TO RETURN GOODS**

### **Returns policy:**

1. Discuss and obtain authorisation from Dome staff prior to shipping goods to Dome. If approved, complete this form and return with products back to Dome within 7 working days of original invoice date to avoid restocking fees (see below).
2. Customers are required to do a complete inspection of the shipment at the time of delivery/arrival for any damages. If there are damages to goods upon delivery, DO NOT SIGN for them and alert the driver and contact Dome staff ASAP.
3. Freight costs for returns sent to Dome must be incurred by the customer. Warranty, repaired or replacement products will be returned to the customer at no charge.
4. Any unused products in their original packaging returned to Dome due to an error on Dome's behalf will not be subject to any freight charges.
5. All returns must be previously invoiced products. Discontinued, promotional or special order items will not be accepted as returns for credit, unless they are defective.
6. Some manufacturers require that defective items be sent back for warranty validation. Once the manufacturer has assessed the return, Dome will contact the customer to indicate the anticipated wait for products to be replaced/repaired.
7. Any product not covered under warranty by our vendors will be communicated to the customer. Dome will return these goods to the customer by collect freight, if requested.
8. Any product returned to Dome must be in a good, clean and resalable condition. Restocking fee of 15% applies to goods returned up to 1 month and 25% from 2 – 12 months. Acceptance of any returns beyond 12 months from original invoice date is entirely up to Dome's discretion.

***For all enquiries please contact Dome Garden Supplies on 03 9282 1988***