

ELECTROLUX HOME PRODUCTS

Returns Policy – 1st October 2015



Electrolux

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APPLICABILITY

These conditions govern the process through which Electrolux Home Products Pty Ltd (EHP), will:

- accept Product Returns (ARP) from a wholesale customer (Buyer); or
- offer any form of damage allowance to a Buyer or end consumer.

This policy does not affect any rights Buyer may have under the Competition and Consumer Act 2010 (Cth) or other law if, and only to the extent that, those rights may not be lawfully excluded or modified under this policy.

ARP

If a Buyer wishes to return any EHP product for any reason the Buyer must make a request within 7 days of delivery to their EHP Account Manager with the following information:

- the relevant invoice number issued to the Buyer by EHP;
- Retailer Claim Number;
- the model and serial numbers of the product;
- the reason for the return of the products.

EHP may approve or reject a request for the return of products.

If EHP approves a request for the return of products, EHP will issue the Buyer a unique identification number known as an "ARP number" and organise its nominated carrier to pick up the ARP from the Buyer's premises. The Buyer must have the ARP ready for pick up on the notified date.

If EHP rejects a request for the return of products, it will notify the Buyer of the reasons for the rejection.

If the products are rejected by the Buyer after:

- the Buyer has confirmed an order for delivery
- EHP has received Buyer's confirmation to deliver the order or part thereof, and
- EHP has not authorised such rejection

then EHP may charge the Buyer a restocking fee of 20% per product for returning the products to the EHP distribution centre. EHP will credit the Buyers account, the amount paid by the Buyer of the ARP product less restocking fee.

However, if the rejection is due to EHP error then the Buyer is not liable for the restocking fee.

ARP's (excluding damaged returns) must be in saleable condition, in its original packaging, unopened, and in the same condition as they were upon delivery.

If EHP requests the Buyer to return a product then EHP shall be responsible for collection of the EHP products at EHP's cost.

PRODUCT FAILURE – MAJOR APPLIANCES

All products which are considered "Product Failure" once delivered or
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installed at the consumer premises should be referred to service by phoning **13 13 49**. EHP will arrange a service call to confirm the product is faulty and repair the product.

Faulty products must not be exchanged by the Buyer without a service report. Should a Buyer decide to change over a faulty product without a service report, the Buyer risks their claim being rejected if the product is found not to be faulty EHP reserves the right to inspect a product in the Buyer's premises.

At all times the Buyer must ensure the product that is being returned is packed in a manner appropriate for protecting the product during transport and be identified with correct model, serial number and ARP reference Number.

Installation faults are not be covered under warranty.

Product Failure Table

Product Failure Definitions	Period	Technical inspection required
Dead on Arrival (DOA)	<7 days from date of delivery	By an authorised EHP technician
Functional Failure (FF)	>7 days and <30 days	By an authorised EHP technician
<ul style="list-style-type: none">Products >30 days must be referred to EHP or an ASC for repair.		
<ul style="list-style-type: none">Products installed (such as cooking and air con) must be inspected on site by an authorised EHP technician to confirm fault		

PRODUCT FAILURE – SMALL APPLIANCES

With the exception of Platinum Service and Non-Returnable Products, all small appliance repairs must be referred to the nearest authorised service centre (ASC) as stipulated by EHP. ***Consumers should take the product to their nearest EHP authorised service centre.***

Repairs referred to a non-authorised EHP service centre may not be covered by EHP and will remain the sole responsibility of the Buyer including all charges.

Non-Returnable Products

Where products, with an invoice price of \$100.00 or less, are found to be faulty, the Buyer must email a copy of their claim form with the compliance label (containing the model and serial number of the small appliance) attached, to EHP National Contact Centre (NCC) (au.productreturn@electrolux.com.au). The Buyer will receive a credit for the product.

Failed product should have the electrical cord cut and the product disposed of unless requested in advance by the Account Manager.

Platinum Service

Platinum Service is a premium warranty offer, available to Electrolux consumers on a select range of small appliances.

If our selected range of small appliances fail during the warranty period as a result of manufacturing defect, Electrolux will pick up the faulty appliance from the consumers house and replace it with a brand new one (same model) in metropolitan and selected regional areas.

Faulty or missing spare parts and accessories

If a spare part or accessory is missing or found faulty, the appliance should not be returned. The Buyer should contact EHP NCC on 1300 363 601 and a replacement spare part or accessory will be sent out.

DAMAGE ALLOWANCE TO BUYERS

Damage on delivery

EHP acknowledges that there may be circumstances where EHP's nominated carrier has delivered to the Buyer products where the packaging has been damaged and the Buyer cannot reasonably sell the damaged product to the Buyer's customers at the full recommended retail price, the Buyer can elect to return the damaged products as an ARP.

EHP may offer as an alternative to the ARP process, compensation to the Buyer to keep the damaged product rather than return the damaged product as an ARP. This offer of compensation is known as a "**Damage Allowance**".

EHP will only offer a damage allowance if the Buyer has informed EHP that it has received damaged products within 90 days of the date of the POD.

If the Buyer wishes to accept a damage allowance, they must contact their EHP Account Manager who will sight the damage. If the Account Manager accepts the damage claim, the Account Manager will submit a request for the Buyer to the NCC. The NCC will issue to the Buyer a unique identification number known as a "DA number" for the accepted damage allowance.

Damage to products in Buyers store (display stock)

Where an EHP product has been damaged in the Buyers store, Buyer must contact their Account Manager to inspect the damaged product. The Account Manager will negotiate with the Buyer the damage allowance. If the Buyer accepts the damage allowance offered and, after processing by the EHP Returns team, the Account Manager will quote the Buyer the credit claim number, and advises the damage claim tracking reference number.

DAMAGE ALLOWANCE TO CONSUMERS

Where a consumer or a Buyer's delivery driver has unpacked an item and identified damage on a product which is located at the consumer's home, the consumer can be referred to EHP on 1300 363 601. If the consumer is not prepared to accept the damaged appliance at the time of delivery, the retailer can replace the appliance. Damage claims will not be accepted if the claim date is over 7 days from the date of delivery.

INCORRECT SUPPLY OF PRODUCTS BY EHP

When a Buyer receives a product they have not ordered from EHP, the Buyer must contact their Account Manager. The Account Manager will discuss options with the Buyer to either purchase the product or return the product.

If the Buyer agrees not to purchase the product the Account Manager will arrange an ARP.

Returns will not be accepted for orders that were duplicated by the Buyer

Credits will not be issued until the ARP product has been received by EHP warehouse.

ORDER CANCELLED BY BUYER

All rejected orders by the Buyer will be monitored and measured regularly. A re-stocking fee of 20% per product is applicable to orders rejected, cancelled or re-scheduled.

For metro deliveries, cancellation notifications must be received one full working day prior to the requested delivery dates. For regional delivery, cancellation notifications must be received one full working day in additional to the standard delivery lead times.

Notifications to cancel orders can be made by phone or fax to Electrolux Customer Care on:

Email: order.management@electrolux.com.au
Phone: 1300 363 601

*****CLAIMS WILL NOT BE ACCEPTED IF BUYER DOES NOT QUOTE CREDIT CLAIM NUMBER****

WARRANTY AND INDEMNITY BY THE BUYER

The Buyer agrees that:

- all information provided to EHP in relation to any damage allowance or a request for a ARP is true and accurate and not misleading in any respect; and
- any product that is to be returned to EHP as an ARP is in the same condition that it was when the Buyer took delivery of the product from EHP.