

Chromtech *Returned Goods* Authorisation Policy webpage HTM

Simple > Chromtech MISTAKE

- send details >PO#, our Invoice# > verify the actual item required
- on Our Verification we send your a Return Authorisation No (RAN)
- send back to us via Courier / REGISTERED AUSTRALIA POST where applicable/justified
- Freight and responsibility is YOURS

YOUR (Customer) MISTAKE

as above

- a re-stocking fee or 20% on Item Invoice value applies
- **NO Refunds Apply** - we replace with correct item (extra cost added ?) or offer an Alternative
- **FIRST** You must PAY the original Invoice Amount and we re-Invoice the Difference (if Any!)

> detail >

Conditions Apply

- Goods purchased via Company Purchase Order (by PayPal / CC)
- PAID for under Terms but by agreement.
- Via a refund ONLY or replacement withnequivalent goods
- Must NOT be USED, in original condition, undamaged packaging
- Returns accepted by written approval(e-mail), a RAN is required from **Chromtech**
- Return Shipment via Courier (or Registered POST) at customers Risk and responsibility / Freight Cost.
- a 20% "re-stocking fee" will apply to imported goods IF at Customers mistakes

DISCLAIMER (> general)

- **Chromtech** offers general consultative advice at **No Charge** as to suitability of the intended use of such items
 - Every endeavour is made by Chromtech to address Any issues regarding the "potential" use of the item AND prior to your Purchase.
- Any deviation OR extrapolation > NO CLAIM !

NOT Covered

- Customers choice to finalise a Purchase Order > defines the Liability > OR for Any extrapolation to "extended" uses.
- where insufficient details or goods used outside of respective OEMs specifications or used incorrectly/ illegally.
- Customer must use all due diligence in interpreting any Chromtech proffered assistance.

Chromtech can NOT be expected to cover high tech aspects of any associated misuse or consequential damage to custom made of other 3rd Party equipment commercial or otherwise.

- If insufficient details, relevant Application information is NOT provided in advance by the Customer as to the implementation of the items for Any end Use or for **any** resulting consequences.

Any correspondence on these issues must be in writing to the "author" of this e-mail and from the relevant, authorised, recognised, technical customer contact and NOT your Company Admin or "bureaucrats" or anyone with NO COMPREHENSION of ANYTHING Technical

If deemed by Chromtech to be erroneous, in any way, misleading, "badly" interpreted, distorted Or "out of context"

- > risks Your CLAIM being ignored !
- Non Payment of initial INVOICE > NO Action !
- Our Refund ONLY on justification and Your follow-up substantiation ! . . . of YOUR Problem !
- Replacement to the correct item OR an Alternative offerd (at extra expense ?)

Warranty Claims

- Limited to those of our OEM Suppliers
- Any returns, issues must be via Chromalytic Not DIRECT To OUR respective SUPPLIERS

Last resort TALK TO US !

OR Call 03 9762 2034 for further assistance

Chromtech will address any problems / issues hopefully in advance with customers co-operation

. . . No promises ! . . . If out of (OUR) control !

But we Do attempt to provide "answers" to the best of our ability

It is Not a perfect World and we are at the limitations of (most) others OR try and cover up Or compensate for "Others" mistakes.

> above is extract add-on to Our >

Trading Terms

General DISCLAIMER

Best Regards . . . All in Good Faith ! . . . "without prejudice" !

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