

# Return of Goods Policy for Restock

## **Policy:**

Global Welding Supplies Ltd (GWS) NZ returns policy recognises all and any rights you have under New Zealand Consumer Law and those laws relevant to the return of goods.

All returned stock needs to be received with a Goods Return Authority (GRA) form. The GRA form can be downloaded [here](#), you may also email us at [sales@gwsnz.co.nz](mailto:sales@gwsnz.co.nz) and one will be sent via email. If additional assistance is required and you need to speak to a customer service agent you can call our warehouse @0800 536 774 Mon-Fri(8am-5pm) and will be happy to assist you.

GWS will cover the cost of freight if the return is due to a fault – either of the goods itself or due to an incorrect shipment you might have received. All stock must be returned in person or sent by courier to avoid any delays with entering the products back into our inventory.

The goods must be returned within 14 days after they were dispatched. If after 14 days, GWS reserves the right to charge a restocking fee of 15% which subsequently will be applied and deducted off the amount of the credit you are to receive. All goods will be checked by GWS staff to ensure they are returned in the condition in which they were dispatched. Please note that any credits are to be approved by the GWS General Manager or Operations Manager.

## **Procedure:**

Go to [www.gwsnz.co.nz](http://www.gwsnz.co.nz) and download the Goods Return Authority (GRA) form.

If you are unable to download the GRA form, email [sales@gwsnz.co.nz](mailto:sales@gwsnz.co.nz) and a form will be emailed to you. Complete the form and return this with the goods.

If goods are defective or the incorrect order was shipped, GWS will pay the shipping charges for the return.

You have 14 days to return any goods that are not defective, and must be returned in the same condition you received them in. After 14 days but before 30 days, you will be charged a 15% restocking fee. No returns are allowed after 30 days of the original dispatch.

Note: If it is a customer error on the purchase order for an indent item, GWS is unable to accept the goods for return.

Once the goods are received by GWS

1. They will be inspected. If not resalable, the goods will be shipped back to the purchaser at their expense.
2. Confirmed goods that are resalable, will be entered back into inventory.
3. A Credit will be written up to be processed.
4. The Credit will be approved and applied to the customer's account.

# Return of Goods Under Warranty

## **Policy:**

All GWS warranties include a Back to Base Warranty policy – where the purchaser pays the freight costs when returning the goods to GWS.

Once assessed for warranty, the goods will be fixed or replaced and GWS will pay the freight to return the goods to the purchaser.

If required, GWS will loan or hire machines to the purchaser while the faulty machine is being assessed/repaired.

Loan machines can only be dispatched once the faulty machine is received back to GWS.

**Scope:**

This policy applies to all goods returned under warranty.

**Procedure:**

All warranty returns need to be received with a Goods Return Authority (GRA) form included. The GRA form is available from our website, or alternatively can be emailed to the customer upon request. It is at this point a request for a loan/hire machine can be made.

Email:sales@gwsnz.co.nz or PH 0800 536 774

Receiving the goods under warranty

1. Warranty item received by GWS.
2. Warranty item is assessed for warranty validity.
3. Warranty approved or not approved.
4. Warranty item purchaser/customer will be contacted by our service and repair team.
5. Warranty item will be repaired or replaced.

Loan machine

1. GWS will determine if a loan/hire machine is required and whether there is one available.
2. If available, machine to be packed as per the dispatch of goods policy.

For further information or any questions, please contact our GWS customer service staff for assistance. Your business is important to us and our aim is to provide you with the best service possible.