

The seller shall provide Return of Goods Authorisation (RGA) to the buyer for all authorised returns. It shall be the responsibility of the original purchaser to obtain written RGA authorisation to return merchandise for credit consideration. Bradley shall provide an RGA to the original purchaser for all authorised returns.

Bradley can refuse to accept returns if:

- Customer simply changed their mind:
- Customer misused the product in a way that contributed to the problem:
- Customer purchased the product despite advice by us as not recommended or suited for the purpose or unclear about what they wanted to purchase:
- A problem with the product was completely outside of the business control:

All requests will be reviewed on a case-by-case basis, in the Seller's sole discretion. All custom made products and non-stocked items will NOT be considered for return as per Terms and Conditions of Sale.

Please open and inspect your mirror for damage on arrival. If the mirror is damaged or broken, please **DO NOT SIGN FOR OR ACCEPT DELIVERY**. Please notify us at Bradley within 24 hours so we can arrange replacements for you. We are unable to assist with damaged mirror claims raised after this time or if the delivery was accepted and signed for.

Items for return must be shipped freight prepaid in original unopened packaging and in resaleable condition, free from damage or missing parts. If the order was originally shipped full freight allowed, the party returning the order will be held responsible for both in-bound and/or out-bound freight charges (including GST).

Items returned without RGA or with an expired RGA provided will be refused for delivery and returned to the sender freight collect. Any item inadvertently accepted without RGA will be scrapped without an allowance for credit.

Bradley Australia reserves the right to inspect all returned goods upon receipt to the warehouse. Goods damaged or not returned in full, i.e. missing parts, found to have been installed or not in saleable condition as deemed by Bradley Australia will be rejected for credit.

All products must be returned to the location they originated from. (All RGA requests must reference an invoice number). All returns must be received by the Seller within 15 working days from issuance of RGA, otherwise will be refused for acceptance. Items must be returned to the address provided in the RGA.

All customised products and non stocked items will not be considered for return as per Terms and Conditions of Sale. Only items that appear in the current price list as stocked items will be considered for return. Non stocked items will not appear in the list.

**RGAs will be charged as follows:**

- 0-30 days from invoice date 25% re-stocking fee
- 31-100 days from invoice date 50% re-stocking fee

Nil returns after 100 days from invoice, full amount of invoice to be paid by buyer.

If incorrect supply of goods by Bradley and Bradley is at fault, the buyer must notify Bradley in writing within 7 calendar days for replacement or re-issue of goods. Freight cost in this instance will be covered by Bradley.