

NZ Sales Returns/Credit Policy

1. Introduction

This document outlines the Sales Return and Credit policy for Nilfisk NZ LTD. This policy is to ensure efficient processing of requests through the sales process.

2. General Return Policy Conditions

2.1 Claim Period

All Return claims must be lodged/submitted within 15 days of delivery receipt(s). All items damaged in-transit claimed within 48hrs of delivery.

2.2 Pre-Approval Process

All return claims are subject to a pre-approval process. Return claims will be investigated and approval/rejection notification of the claim will be issued to the claimant following the investigation. Nilfisk will only accept physical return of inventory where the approval notification has been issued in advance and, the return complies with the physical return process.

Sales Return/Credit claim requests will typically be granted in the following circumstances:

- **Goods Damaged in Transit**
Damaged deliveries to customers premises must be noted and signed as "received in damaged condition" (if possible) on the freight company's consignment note(s). A claim must be lodged within 48hrs of the receipt. In the case of an approved claim a replacement will be shipped and invoiced to the customer (if applicable). A credit will be applied to the customer account upon the physical return of the damaged item.
- **Delivery of Incorrect Quantity and/or Item**
Claims raised for delivery of incorrect items and/or quantities will be investigated prior to the issuance of the return/credit authorisation. A credit/return approval or rejection notice will be issued following investigation. A credit will be applied to the customer account upon the physical return of the damaged item.
- **Incorrect Price Charged**
Pricing is determined from the official pricelist and its amendments and a specified Nilfisk Quotation. Pricing claims will be investigated prior to the issuance of a credit memo. If approved the credit will be applied to the customer account. Credit Claims where the pricing derived from other sources (websites, previous invoices etc) are not a valid source of a claim.

Sales Return/Credit claim requests may be rejected in the following circumstances:

- Requests raised outside the Claim period(s)
- Non-returnable items such as those on indent. Items purchased by Nilfisk specifically against customer order are non-returnable.
- Faulty product or out of box failures (*these types of claims to follow the warranty claim process*)

2.3 Return Location

All returns are to be shipped to the below address.

Returns to local branches are not accepted without prior approval.

Nilfisk Ltd
12 Fisher Crescent
Mount Wellington
Auckland 1060

2.4 Exempt Products

The following items are exempt for credit and/or return:

- Batteries
- Consumables
- Detergents and liquids
- H-Class Vacuums if used.

2.5 Return Condition

All products returned must:

- Be in a brand-new condition.
- Be packaged in their original carton/case.
- Have no damage or markings to the cartons or the products contained within
- Contain all components, accessories and equipment.

If the condition of the return(s) does not meet the above criteria. Nilfisk may:

- Reject the claim.
- Alter the credit value to repair or replace components or packaging and;
- Alter the credit value to apply labour to make good.

2.6 Physical Return/Credit Process

The process to apply for a credit or return is:

1. Complete the Request for Sales Return/Credit Form or lodge your claim online at <https://publish.nilfisk.com/en-au/claims/sales-returnscredit-claim/>
2. Attach an image of the product if damaged, or if it assists in your explanation.
3. Attach the claim and email your claim to: sales.nz@nilfisk.com
4. You will receive an email confirmation within 14 days if your claim was accepted.
5. Follow the instructions on the email confirmation to complete your claim.

2.7 Accounting Policy

The accounting policy states what will happen with accounts:

- Where a credit or return approval has been granted. A credit will appear on a customer account 15-30 days after issuing the approval notification. Times may vary depending on return transit times, inspection of the returned goods, product condition and general terms of this policy.
- Upon approval of a sales return or credit a customer may short-pay any agreed invoices by the claim amount however, failure to pay unrelated invoices or items on those invoices as they fall due will result in a customer account being placed on credit hold.

2.8 Restocking and freight costs

All returns that are accepted for any reason, *except* those outlined in section 2.2 of this document will be subject to the following terms:

- A \$10.00 + GST flat rate restocking fee applies to each item.
- Customer arranges return freight at own expense.