

January 2009

## Seltek Warehouse Returns Policy

We will accept goods back for restocking providing the following procedure is adhered to and with the following exceptions.

1. We are notified of return within 10 working days from date of despatch at which time, providing this is acceptable, a Returns Number will be issued. Goods without the official Returns Number will be refused. All returns must be arranged by Customer's own transportation methods.
2. Goods must be standard products and in as new condition. Goods being returned must be wrapped to protect against damage on return journey. We reserve the right to charge for refurbishment costs as well as restocking costs.
3. Goods which have been manufactured as **special** items against a written quotation cannot be returned. Any mobile steps with gates are considered special products as their platform is extended to incorporate the gate and cannot be modified back to standard.
4. Mobile steps above 9 treads cannot be accepted, as we have restricted space available.
5. Any truck that has been fitted with a bumper strip is also non returnable.
6. We will not accept return of any quantity orders of any product. Seltek's definition of quantity is 3 items and above.
7. Provided goods are returned in a resalable condition we will issue credit less restocking costs. If goods require refurbishment, we will issue a damage report and advise of the costs involved.
8. All returns are subject to 30% restocking fees.