

## Credit Request Form

Date Received:	Invoice/PO Number:
----------------	--------------------

<b>Customer Information</b>	
Co. Name:	Contact Name:
Email:	Phone:
Address:	

Returned Product Information			
Item Number	Item Description	Qty.	Comments

<b>Reason for Return</b> (Please check the applicable box)	
<input type="checkbox"/> Received Wrong Item	<input type="checkbox"/> Damaged in Transit
<input type="checkbox"/> Order Error	<input type="checkbox"/> Faulty, please supply details
<input type="checkbox"/> Other, please supply details	
Comments:	

<b>VetQuip Office Use Only</b>	
Received By:	Date Received:
Return Action Required (Please check the applicable box)	
<input type="checkbox"/> Issue Customer Credit	<input type="checkbox"/> Return to Stock
<input type="checkbox"/> Replacement Provided	<input type="checkbox"/> Other, please supply details
Comments:	



**VetQuip Goods Return Policy Checklist**

***Please note that goods which do not meet the Good Return Policy Checklist will not be authorised for credit when returned to VetQuip.***

<b>Goods Return Checklist</b>	<b>Yes</b>	<b>No</b>
Was VetQuip advised of the credit return within 7 days of purchase?		
Has a copy of the Credit Request Form been returned with the items to VetQuip?		
Is the inventory item to be returned in a sellable condition?		
Does the inventory item being returned have a minimum of 6 months expiry dating?		

***If the inventory item(s) passes the Goods Return Checklist and meeting the VetQuip Goods Return Policy, VetQuip will issue you with a credit for the inventory item.***

## VetQuip Goods Return Policy

Circumstances may arise when the customer wishes to return goods that have been purchased from VetQuip Pty Ltd. The following credit policy outlines VetQuip Pty Ltd.'s position on products returned for credit.

We ask that VetQuip be notified within 7 days of goods that are to be considered for return or credit, by either calling VetQuip on (02) 9899 6666 or emailing the VetQuip customer service team as [sales@vetquip.com.au](mailto:sales@vetquip.com.au).

***Please Note: All goods must be returned within 21 days from the date of invoice. A 20% restocking fee applies for all credits which were ordered incorrectly.***

Products will be deemed **NON-REFUNDABLE** under the following criteria;

- Goods in an unsellable condition due to the following reasons,
  1. Open or damaged packages.
  2. Missing parts and/or accessories i.e. Leads, Power Cords, etc.
- Goods for which a client cannot submit satisfactory evidence of purchase from VetQuip.
- Goods for which an insufficient expiry date or products with an expired use-by date (this excludes items that may have been sent by VetQuip with insufficient dating or expired use-by date) i.e. Alpha Track Test Strips.
- Non-stock items and special purchases i.e. Cages, Operating Tables, etc.

### Warranty & Liabilities

VetQuip provides a 12 months warranty period on most products manufactured/sold. Further clarification can be obtained by asking the customer service team.

Except as otherwise stated above, goods returned for credit will be at the sole discretion of VetQuip. VetQuip has no obligation to accept goods without first inspection.