

NSG TRADING LTD
 18 Ra Ora Drive, East Tamaki, Auckland
 P.O.BOX 97513, Manukau 2241
 Ph: 09 278 8833
 Fax: 09 278 8832
 Email: Info@nsglighting.co.nz



GOODS RETURN AUTHORIZATION FORM

Please complete and return this form by either fax or email to:

Fax: 09-2788832
 Email: info@nvcnz.co.nz

GRA NO. (NVC Office only):

ITEM NO.	QUANTITY	CUSTOMER'S PO NO.	SUPPLIER'S INV NO.	RETURN REASON	CREDIT OR REPLACEMENT

Company Name: _____

Branch Name: _____

Contact Phone No. _____

Contact Email: _____

Customer Reference No.: _____

Prepared by: _____

Date: _____

RETURN TERMS & CONDITIONS:

- * All returns must be authorized with a completed GOODS RETURN AUTHORIZATION (GRA) form.
- * Returned merchandise must be in the original packaging and in resalable condition.
- * Please note credits cannot be issued for shipping costs or merchandise purposefully damaged.
 - * If goods are proven faulty, we will provide a replacement free of charge.
 - * Items must be received into NVC warehouse for a credit to be processed.
- * We recommend shipping your return products via a tracking courier. We will not reimburse any related shipping charges for returns.
- * All returns are subject to a 10% restocking fee unless faulty or an arrangement is made by mutual agreement with NSG Trading Ltd.



GOODS RETURN POLICY

GOODS RETURN AUTHORITY PROCESS

RETURNS TERMS & CONDITIONS

- All returns must be authorized with a completed GOODS RETURN AUTHORIZATION (GRA) form.
- Please note credits cannot be issued for shipping costs or merchandise purposefully damaged.

SENDING ITEMS:

- We recommend shipping your return products via a tracking courier.
- We will not reimburse any related shipping charges for returns.
- Alternately at time if you sales representative is in the branch they can assist in arranging your GRA.

STANDARD STOCK RETURNS:

- All standard stock returns are subject to a 10% restocking fee unless an arrangement is made by mutual agreement with NSG Trading Ltd.

FAULTY GOODS:

- All claimed faulty items must be sent back to the warehouse for inspection.
- If goods are proven faulty, we will provide a replacement free of charge.
- Items must be received into NSG warehouse for a credit to be processed.
- We will not pay any additional labour cost for reinstalling the replaced product

ALTERED PRODUCTS:

- All altered products, EM, motion sensor, change of drivers etc, anything that varies the product from its usual state will incur a 50% restocking fee if returned.

SPECIALY ORDERED PRODUCTS: (NON STANDARD STOCK LINE)

- If we have order in a non-standard stock item especially for a customer or project, these item are non- returnable.

GENERAL

CONDITION OF PRODUCTS:

- **ALL** Returned merchandise STANDARD, FAULTY OR ATLERED **MUST** be in the original packaging and in resalable condition otherwise you return may be declined.