

Australia

General Product Returns Policy

To obtain approval for a Product return, the following procedure must be followed:

1. The person or organisation requesting the Return Authorisation (RA) must contact Etac requesting approval them to return the goods and the reason why the item/s are unsuitable and an RA should proceed. This must occur within ten (10) business days of the posting date of the invoice.
2. The Dealer is responsible for all costs incurred with returning the goods to Etac Sydney warehouse. The only exception to this shall be in the case that the goods are incorrect or defective due to errors from Etac, at Etac's absolute discretion. Receipt of goods must occur within fourteen (14) days of date of approval of the RA or the approval(s) will lapse.
3. When returning the goods it is critical that a printed hardcopy of the Return Authorisation to accompany the shipment otherwise a credit note will not be issued.
4. Once the goods have been received by Etac in full, inspected for any damage and deemed to be in a 'saleable condition' a credit note will be raised.
5. The term 'saleable condition' refers to no visible damage or defects to the product, including scratches or missing pieces. The goods, where applicable will have their original documents, manuals and serial numbers displayed. Ideally it is desirable for the product to be returned in original packaging where possible.
6. Special orders and good of custom manufacture cannot be returned to Etac.