

## GOODS RETURN AUTHORIZATION FORM

Please complete and return this form by email to:

Email: office@linearmatrix.com

GRA NO. (Office use only):

ITEM NO.	QUANTITY	CUSTOMERS PO NO.	SUPPLIERS INV NO.	RETURN REASON	CREDIT OR REPLACEMENT

Company Name: \_\_\_\_\_

Branch Name: \_\_\_\_\_

Contact Phone No. \_\_\_\_\_

Contact Email: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Date: \_\_\_\_\_

**RETURN TERMS & CONDITIONS:**

- 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 the Linear Matrix Australia 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 15% restocking fee unless faulty or an arrangement is made by mutual agreement with Linear Matrix Australia PTY LTD.

## GOODS RETURN POLICY & PROCEDURE

### 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 times, if your sales representative is in the branch they can assist in arranging your GRA.

### STANDARD STOCK RETURNS:

- All standard stock returns are subject to a 15% restocking fee unless an arrangement is made by mutual agreement with Linear Matrix Australia Pty Ltd.  
**NOTE:** A restocking fee of 15% applies if goods are returned in original undamaged manufacturer's packaging. Damaged goods or packaging may result in the goods NOT being credited or a restocking fee of 25%.

### 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 the Linear Matrix Australia 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, LED modules, controllers, Lunatone, 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 ALTERED MUST be in resalable condition otherwise your return may be declined.