

*This policy is current as of March 2018.*

## WARRANTY / RETURNS POLICY

AIV has introduced a **Warranty / Returns Policy** to provide customers with step-by-step instructions and procedures that must be followed prior to returning any product/s to our warehouse for credit, repair or replacement. A reason for a return may include (but not limited to) the stock being:

- Damaged in transit
- Products received do not correspond to purchase order
- Warranty (i.e. faulty products, etc.)

All claims must be made within seven (7) days of receipt of goods. We will not accept goods that have been returned without prior approval from AIV. All unapproved returns will be refused and returned to the customer at the customer's expense.

### UNUSED PRODUCTS

*Follow this procedure for any product that has been sold and/or has been identified as being damaged or allegedly faulty when it was delivered to you from AIV (i.e. damaged in transit, etc.)*

- 1) Contact AIV on (03) 8597 3376 immediately and provide a detailed description of the issue (i.e. fault, damage, etc.)
- 2) AIV will ask you to complete and send back a Stock Return Request Form. We may also ask you to email us supporting photos of the product.
- 3) Once AIV has had the opportunity to consider your Stock Return Request, we will contact you with the outcome of your request and provide further instructions.
- 4) If approved, we will ask you to return the product back to us for further assessment, so we can determine the nature and cause of the fault/damage and if it is covered under the applicable warranty terms (i.e. was the item damaged in transit, was it a manufacturer fault, etc.) The cost of freighting the product back to AIV will be at the customer's expense, unless advised otherwise by AIV.
- 5) Once AIV has had an opportunity to fully assess the product and determine the nature and cause of the fault/damage, we will contact you with the outcome of our assessment and provide you with further instructions regarding a replacement, repair or warranty/credit claim.

### USED PRODUCTS

*Follow this procedure for any product that has been sold and has been returned due to an identified fault after being used.*

- 1) If you wish to return a product claiming that it is faulty or does not work properly, first you must provide all of the available information (how the product has been used and in what environment) and the reason/s why the product is faulty or does not work.
- 2) In the case of vacuum cleaners, you should first ensure that all filters and bags are emptied and cleaned, the vacuum hose and any floor tools/attachments/rods are clear of any debris or blockages, the machine has been assembled correctly and has been used only according to the operating instructions.
- 3) If this does not fix the problem, then you must contact AIV on (03) 8597 3376 immediately and provide a detailed description of the issue (i.e. fault, damage, etc.)
- 4) AIV will ask you to complete and send back a Stock Return Request Form. We may also ask you to email us supporting photos of the product.  
**\*\*\* WE WILL NOT automatically provide you with a replacement product or credit until AIV has had an opportunity to assess the product thoroughly. The product will need to be assessed before taking further action.**
- 5) Once AIV has had the opportunity to consider your Stock Return Request, we will contact you with the outcome of your request and provide further instructions.
- 6) If approved, we will ask you to return the product back to us for further assessment so we can determine the nature and cause of the fault/damage and if it is covered under the applicable warranty terms (i.e. was it caused by the user, was it the result of unintended use or inappropriate handling, has the product been assembled incorrectly or not used according to the operating instructions, was it a manufacturer fault, etc.) The cost of freighting the product back to AIV will be at the customer's expense, unless advised otherwise by AIV.
- 7) Once AIV has had an opportunity to fully assess the product and determine the nature and cause of the fault/damage, we will contact you with the outcome of our assessment and provide you with further instructions regarding a replacement, repair or warranty/credit claim.

## OTHER TERMS & CONDITIONS

- > AIV reserves the right, at its **absolute discretion**, to:
  - Determine whether to provide a customer with a credit, repair or replacement item as appropriate
  - Assess the condition and age of the returned goods (including its packaging) prior to authorising a credit, repair or replacement
  - Refuse a credit, repair or replacement under certain circumstances
- > AIV will not offer a credit for goods:
  - That were placed on special order (i.e. products not regularly stocked by AIV)
  - If ordered incorrectly by a customer (ie. wrong part no. quoted on purchase order, etc.)
  - Returned because you have changed your mind about your purchase
- > AIV will only offer credit for goods returned provided that the product:
  - Is in resale-able condition
  - Is in its original packaging, including instruction manuals and all accessories
  - Is unopened, unused and in its original condition

*If these requirements are not satisfied, AIV reserves the right not to offer a credit.*
- > AIV will accept product returns and may provide you with either a credit, repair or replacement where:
  - The product is faulty
  - The product does not match the sample or our description
  - You can present your AIV invoice or other adequate proof of purchase
- > AIV may elect to return the product to the manufacturer or their nominated repair agent to determine the nature of the problem. If the product is determined to be faulty, AIV will offer a credit, repair or replacement. If you cannot present your AIV invoice or other acceptable proof of purchase, AIV reserves the right not to offer a credit, repair or replacement.

### **Interpretation of goods**

All goods will be delivered as described, (subject to specification amendments) and the purpose to which those goods/products are designed. If the product arrives and it does not do what a buyer thought it would do, then the responsibility lays with the buyer not AIV. Therefore, please choose carefully before making a purchase. We will not refund the cost of a product because the product will not do what the buyer thought it would do.

### **Refund policy**

Please choose carefully, we do not provide refunds if you simply change your mind or make a wrong decision. You can choose between exchange or credit where goods are proven faulty by AIV. We will stand by all the products we sell and honour all stated warranties.