



**New Zealand**

# *Returns Policy*

**November 2019**

## **General Terms**

All products sold by CEP are brand new and are published to meet the highest industry standards. All prices and specifications are subject to change without notice. In the case of any shipping damages incurred, the Customer should file the claim to CEP immediately.

Any discrepancy, including wrong items or missing items, should be reported to CEP within 24 hours of receipt of the products.

## **CEP Return Merchandise Authorisation Policy**

1. All order changes or cancellations should be made **prior** to shipping via email ([sales@cepstore.co.nz](mailto:sales@cepstore.co.nz)) or phone **+64 27 613 4141**.
2. For all general orders, returns will be accepted for:
  - a. Product(s) that have a fault which the Customer could not have known at the time of purchase.
  - b. Product(s) that do not match the description provided to the Customer.
  - c. Product(s) that do not match the sample, where a sample has been provided to the Customer.
3. For all general orders, returns will **not** be accepted for:
  - a. Product(s) which have been damaged by the Customer, and in a state whereby the product(s) cannot be resold.
  - b. Product(s) that have been used in any way, including the removal of cello wrap from CD/DVD cases.
  - c. Product(s) which are returned without first submitting a written returns request to CEP, and more than 14 days after the date of delivery.
4. For all **Connect** orders, returns will only be accepted for:
  - a. Product(s) of the current **Connect** cycle where a written returns request is submitted first to CEP, and within 14 days of the date of delivery.
  - b. Product(s) that have a fault which the Customer could not have known at the time of purchase.
5. For all **Connect** orders, returns will **not** be accepted for:
  - a. Product(s) of the current **Connect** cycle which are returned without first submitting a written returns request to CEP, and more than 14 days after the date of delivery.
  - b. Product(s) that are not of the current **Connect** cycle.
  - c. Product(s) which have been damaged by the Customer, and in a state whereby the product(s) cannot be resold.
  - d. Product(s) that have been used in any way.

6. For all **Consignment** orders (also referred to as "sale or return"), returns will be accepted for:
  - a. Product(s) that were not sold during the consignment period.
  - b. Product(s) that are returned **prior** to the end of the 30 day invoice payment period.
  - c. Product(s) that have fault(s) which the Customer could not have known at the time of purchase.
  - d. Product(s) that do not match the description provided to the Customer.
  - e. Product(s) that do not match the sample, where a sample has been provided to the Customer.
  
7. For all **Consignment** orders (also referred to as "sale or return"), returns will **not** be accepted for:
  - a. Product(s) that are returned **after** the end of the 30 day invoice payment period.
  - b. Product(s) damaged by the Customer, and in a state whereby the product(s) cannot be resold.
  - c. Product(s) that have been used in any way.
  
8. In all **Trade Account** cases:
  - a. Credit or replacement stock will be provided on all damaged or incorrectly dispatched stock the customer could not have known of at time of despatch. Goods must be returned to CEP within 60 days of invoice. We do not accept returns for a change of mind from trade accounts. We do not accept returns past the 60 day returns period.

#### **CEP Return Merchandise Authorisation Procedure**

All returns must be authorised by a staff member of the CEP Sales Team, PRIOR to stock being returned. Customers are required to provide the following information to Sales staff in writing or via email ([sales@cepstore.co.nz](mailto:sales@cepstore.co.nz)):

- Customer Account Name
- Customer Account Number (if known)
- Customer Fax Number or Email Address
- Invoice Number for product(s) to be returned
- Full list of Product(s) to be returned
- The reasons for the Product(s) to be returned

Only when the above information is provided in full to the satisfaction of the CEP Sales Team will a return be authorised or denied. To facilitate the authorisation for the return of the Product(s), the CEP Sales Team will email or post the Customer a Return Claim Form. Once a claim has been received, all valid items will be credited to the Customer's account.

Customers are required to place a copy of their Return Claim Form in EVERY parcel of goods returned. In addition, they must also affix the Return Address provided on the outside of the parcel(s).

Returned items that do not have an authorised Return Claim Form attached may be returned to sender. We are not obliged to accept or credit goods that have been returned apart from the above terms.