

## **VELVET SYSTEMS RETURNS POLICY**

At Velvet Systems we are committed to providing our customers with the best products, services and prices. To do this we incorporate various methods of processing your order and shipping the goods to you. The two main methods involve shipping either from our office/warehouse in Brisbane or directly from one of our supplier's warehouses.

### **Post-shipping**

Once the goods have left either our warehouse or one of our supplier's warehouses, the following situations apply:

#### **1. D.O.A. (Dead on Arrival)**

In the case of goods arriving faulty or damaged in transit, please contact Velvet Systems immediately for advice on warranty instructions. Velvet Systems will only refund or exchange goods with receipt of purchase on the arrival of broken or damaged goods. Velvet Systems will not offer a refund or exchange for any goods that have been opened or show sign of use unless deemed dead-on-arrival (D.O.A.) or are damaged in transit, in which case the goods will generally be covered directly by the manufacturer's warranty.

#### **2. Opened and/or used Goods**

As Velvet Systems utilise several different methods of delivering the goods to you such as shipping the goods either from our offices or directly from the importer/wholesaler, we cannot offer refunds on opened and/or used goods as we are generally unable to return them to our supplier/s. All computers, laptops, data projectors and similarly related products are sold on a non-return basis. If there is a warranty issue, please call us and we can direct you to either the importer or manufacturer depending on the goods. Any freight costs in returning the goods to Velvet Systems will be borne by the purchaser. If the goods are deemed faulty and require service or replacement, Velvet Systems will attend to the case within 2 days of receiving the goods. In some cases, it will be a requirement to send the goods back to the manufacturer/importer.

#### **3. Unopened Goods**

In most cases, if goods are unopened (i.e., the seal or package has not been broken) and a valid reason provided, Velvet Systems will gladly refund the purchaser if the claim is made within 7 days of the date of invoice. All return freight charges must be borne by the customer. With some items, a restocking fee of 15% will be charged. With some items that are ordered in specifically, Velvet Systems are unable to provide a refund or credit. Please enquire with our sales staff prior to purchase for further details.