

**29 June 2017**

Web site Returns Policy 29-06-2017

## **Returns Policy**

### **Returns**

The buyer shall ensure that the goods ordered are fit and suitable for the purpose for which they are required prior to making an order and ASI Ltd is under no liability if they are not.

Requests to return goods must be submitted within 7 days from the date of delivery and the original invoice number must be quoted.

In the event a request to return goods is received after 7 days from the date of delivery, and ASI Ltd agrees to receive back the goods, ASI Ltd reserves the right to give credit rather than a refund for the returned goods.

Goods that have been supplied in accordance with the buyer's order may only be returned for credit or refund upon the written agreement of ASI Ltd.

For a refund to be issued the goods must be returned to ASI Ltd factory sealed and unused with all packaging and manuals included. Note: The shipping costs and any other fees will not be refunded or credited.

All shipping and insurance charges for returned goods are the buyers responsibility. The return of the goods must be shipped using a tracked courier service. The tracking number must be provided to ASI Ltd within 3 working days once the return has been approved.

ASI Ltd reserves the right to levy a restocking fee against any returns ASI Ltd may agree to accept. Such a fee may be up to 15% of the invoice priced and levied at ASI Ltd's absolute discretion.

### **Faulty Goods**

ASI Ltd will uphold the standard manufacturers warranty. Contact ASI Ltd once a manufacturers fault has been found with in the warranty period. ASI Ltd will endeavor to resolve the issue as quickly as possible. Please read the **Terms and Conditions** before contacting ASI Ltd.