

Credit & Returns Policy for Pet Imports

The purpose of this policy is to ensure that your requests for credit are accepted and processed quickly and accurately

To achieve this all credit requests must comply with the following:

- 1. The reason for requesting the credit or return must be one of the following:**
 - a) Goods were damaged on arrival - contact Customer Care within 24 hrs of receipt
 - b) Wrong goods were supplied – contact Customer Care within 48 hrs of receipt
 - c) Goods were over or under supplied – contact Customer Care within 48 hrs of receipt
 - d) Incorrect price has been charged – contact Customer Care within 14 days of receipt
 - e) Promotional sale or return (this must have been stated on invoice)
 - f) Faulty goods which cannot be repaired
 - g) Goods covered by warranty which cannot be repaired
 - h) Any goods that have expired within two months of invoice, not sold on promotion

All goods credited under reason b) c) e) h) and j) must be free from shop damage such as price tickets

- 2. The following information must be provided:**
 - a) Relevant invoice number for reasons a) to e). If your sales representative is processing your credit, please show him/her the invoice your claim relates to
 - b) Item number and quantity to be credited
 - c) The reason why you require a credit note, from the list above

Without this information Pet Imports Pty Ltd will not be able to issue a credit note. Please note any goods returning to Pet Imports Pty Ltd will only be credited once confirmed back into our [warehouse](#) Please contact your local sales representative with any queries you may have.

Short Deliveries and Damaged Goods by Freighter – Customer

Procedures

Please do NOT sign the delivery docket until you have followed these steps

1. SHORT DELIVERED

Check that the number of cartons or bags you have received correspond with the amount on the delivery docket.

If the delivery docket says **6** cartons and you have only received **5** you must write on the **drivers portion** of the docket '**5 only received**' and sign it, then contact your local sales rep.

2. DAMAGED GOODS

Check for any visible signs of damage e.g. squashed cartons and loose kibble or litter on the floor. Additionally, for pallet deliveries, check for holes in the shrink-wrap

If you have received a damaged product you must write on the **drivers portion** of the docket '**1 bag/carton damaged**' and sign it.

Please notify Customer Care of the damage.

You are entitled to ask the driver to wait for up to 10 minutes. Signing the docket subject to count or inspection will NOT be accepted.

If you have signed your goods as 'clean' and then notice a problem you must, within 24 hours, contact your local sales representative. If you do not contact your local sales representative you will not be able to claim a credit note for the goods.