

## RETURNS POLICY

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All returned items are subject to a restocking fee of 25% of original item invoice price on all returnable items within 30 days of the purchasing date depending on their condition when returned.

Additional reasonable costs will be applied should the item be returned with more than fair wear and tear. Any returned item will be inspected by a suitably qualified Steve Vick International employee and any additional repair, reinstatement or other costs, be advised as soon as practicably possible within 28 days of return.

### **Additional Criteria/Exclusions for all Customers**

- No returns permitted after 30 days from invoice date or should an item have an expiry date, no returns are permitted should the item have less than 6 months shelf life remaining.
- Certain items may require a signed statement based on regulatory standards.
- Items ordered in error must be returned delivery prepaid by the customer or if Steve Vick International are requested to collection then reasonable costs will be passed on to the customer.
- Only items purchased directly from Steve Vick International are eligible for returns. (Steve Vick International items purchased from an agent, distributor or unauthorized source is not returnable to Steve Vick International and must be returned to the point of original purchase).
- No returns permitted for discontinued items.
- No returns permitted for items that are regulated, hazardous, or chemicals.
- Products not in manufacturer's original packaging are not eligible for return. Also, any item that is opened, damaged beyond economic repair, or defaced is not returnable.
- No returns permitted for custom items made to customer specifications (including special colours, or any other non-standard specification)
- Items that have been used are not returnable.
- If the item(s) you have received are not the item(s) you ordered, you have up to 3 months from the date of your order to inform SVI & arrange a free exchange for the correct item(s). Anything outside of this 3-month time limit may still be exchanged at the discretion of SVI. This will also incur postage costs and the 25% restocking fee.

*Subject to above Returns Policy unless otherwise covered by contractual agreement.*

### **Approval**

A handwritten signature in black ink, appearing to read 'Andy White', with a long horizontal stroke extending to the right.

Andy White  
(Financial Director)  
9<sup>th</sup> November 2020  
Issue 7 - Reviewed annually