

VYNCO – Customers Product Returns Policy

Customer requests to return product:

- Please process your GRA (Goods Return Authority) via the Vynco web site credit returns portal – www.vynco.co.nz, Contacts page, Credit Returns (EDI Only)
- For all credit related enquiries please contact – vyncoadmin@vynco.co.nz

Products that may be requested to be credited are:

Faulty Product

- Product that is deemed to be faulty or have failed within their warranty period.
- Once returned, the product will be tested to confirm it is faulty.
- Only confirmed faulty product will be credited.

Damaged Product

- Product that has been delivered in a damaged condition.
- All damaged goods must have proof of the damage upon delivery and notification must be within 3 days of the delivery date.

Incorrect Product

- The incorrect goods have been delivered.

Short supply or undelivered products

- All product that is either not delivered or is short delivered must be notified and verified within 3 days of the delivery.

PLEASE NOTE

Credit approval is subject to inspection of the goods upon their return.

Not Required

Products that are NOT accepted to be credited are:

- All Indent and Made to Order products, including any product that may be delayed.
- Product, and or packaging that has been marked or damaged and is not resaleable.
- Products that have been replaced by a competitors' products.
- Products where a specific volume was ordered for the customer.
- Products have been purchased more than 12 months ago.

Product may be requested to be returned under the following conditions:

- Stock has been purchased within the last 6 months.
- Stock must be in a saleable condition and in its original packaging.
- The product is still currently sold by the Vynco business.
- Stock to be returned at the customers freight costs.

A restocking fee of 20% will apply when:

- The products have been purchased after 6 months but within 12 months.
- The product is still sold by the Vynco business.
- All stock that has been purchased under special bulk rate prices.
- The total value of the GRA request is \$50.00 or less.

A restocking fee of 10% will apply for all ONBOARD