

# NAB Promo Returns Policy

2010



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## 1.0 NAB Returns Policy

International Marketing Concepts (IMC) will take no responsibility for goods returned without a Returns Authorisation Number (RAN). Any goods returned to IMC without the RAN will be returned to sender at their expense.

1.0.1- Return claims will only be accepted 14 days from order-despatched date. IMC does not offer exchanges for any returns. A credit will be raised to the credit card the product was ordered with.

### 1.1 Return of Faulty or Incorrectly Shipped Goods-

If you receive goods that you find to be faulty or incorrectly shipped, please contact IMC via email ([support@nabpromo.com.au](mailto:support@nabpromo.com.au)).

Please note- goods that are returned after use will not be credited; see 1.1.3.

Required information-

- Your Name
- NAB Promo Invoice Number
- Contact Phone Number
- Contact Email Address
- A brief description of the fault of the goods
- A picture of the fault if possible

You will then be contacted by IMC who will provide you with a RAN.

1.1.1- IMC describes Faulty or Incorrectly Shipped Goods to be one of the below-

- Defective Construction (material or art work)
- Shipping Damaged
- Wrong Product Shipped

1.1.2- If the goods are faulty, IMC will arrange for the goods to be picked up by courier and returned to the manufacturer for inspection. Upon confirmation from the manufacturer of the fault, a full credit of the order total will be arranged.

1.1.3- If the goods are found not to be faulty or have been deemed to have been 'used', you will be contacted by IMC to inform you of the decision. In this circumstance you will incur the cost of both the pick up of the goods, and the return to you by courier. Choice of return courier is at the discretion of IMC.

1.1.4- If the wrong goods were dispatched, IMC will arrange pick up of the incorrect goods by courier, and subsequent dispatch of the correct items. You will not incur any charge for delivery of the replacement products. Alternatively you may request a full credit of the products that were dispatched in error. The credit will be processed upon receipt of the incorrect goods back at IMC.

### 1.2 Return of Non-Faulty Goods-

IMC will accept Non-Faulty products returns of the catalogue. That relates to all products despatched from the NAB Promo warehouse. Non-Faulty returns will only be accepted within 14 days from order-despatched date.

Returns of Non-Faulty Goods will incur a Service Charge of AUD\$30.00. This charge incorporates the warehousing & banking transactions incurred to process the return.

1.2.1- IMC describes Non Faulty returns to be one of the below-

- Item is too large
- Item is too small
- Item is too long in length
- Item is too short in length
- Item is wrong colour
- Item does not meet expectations

1.2.2- To return Non-Faulty NAB Promo products please contact IMC via email (support@nabpromo.com.au).

Please note- goods that are returned after use will not be credited.

Required information-

- Your Name
- NAB Promo Invoice Number
- Contact Phone Number
- Contact Email Address
- Reason for return

You will then be contacted by IMC who will provide you with a RAN. Once a RAN has been issued, please send goods back to-

#### **NAB Promo Returns**

47-53 Hallam Valley Rd,  
Dandenong South,  
VIC 3175

1.2.3- Upon receipt & quality assurance of the goods a credit will be raised to the credit card used to pay for the original order. Please note- the credit will only be for the products returned, and not shipping costs of the original order. The credit will also be deducted the RAC. A copy of the credit note will be posted.