

**CLEANSTAR PTY LTD** (A.B.N. 51 121 002 104)  
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*This policy is current as at 16 October 2012.*

## **WARRANTY / RETURNS POLICY**

Cleanstar has introduced a **Warranty / Returns Policy** to provide customers with step-by-step instructions and procedures that must be followed prior to returning any product/s to our warehouse for credit, repair or replacement. A reason for a return may include (but not limited to) the stock being:

- Damaged in transit
- Incorrect goods ordered
- Products received do not correspond to purchase order
- Warranty (i.e. faulty products, etc)

All claims must be made within seven (7) days of receipt of goods. We will not accept goods that have been returned without prior approval from Cleanstar. All unapproved returns will be refused and returned to the customer at the customer's expense.

### **UNUSED PRODUCTS**

*Follow this procedure for any product that HAS NOT been sold to an end-user and/or has been identified as being damaged or allegedly faulty when it was delivered to you from Cleanstar (i.e. damaged in transit, etc).*

- 1) Contact Cleanstar on (03) 9460 5655 immediately and provide a detailed description of the issue (i.e. fault, damage, etc).
- 2) Cleanstar will ask you to complete and send back a Stock Return Request Form. We may also ask you to email us supporting photos of the product.
- 3) Once Cleanstar has had the opportunity to consider your Stock Return Request, we will contact you with the outcome of your request and provide further instructions.
- 4) If approved, we will ask you to return the product back to us for further assessment so we can determine the nature and cause of the fault/damage and if it is covered under the applicable warranty terms (i.e. was the item damaged in transit, was it a manufacturer fault, etc). The cost of freighting the product back to Cleanstar will be at the customer's expense, unless advised otherwise by Cleanstar.
- 5) Once Cleanstar has had an opportunity to fully assess the product and determine the nature and cause of the fault/damage, we will contact you with the outcome of our assessment and provide you with further instructions regarding a replacement, repair or warranty/credit claim.

### **USED PRODUCTS**

*Follow this procedure for any product that HAS been sold to an end-user and has been returned due to an identified fault after being used.*

- 1) If an end-user returns a product claiming that it is faulty or does not work properly, first you must gather all of the available information from the customer to ascertain the reason/s why the product is faulty or does not work. This may involve a brief inspection of the product yourself and finding out how the product has been used and in what environment.
- 2) In the case of vacuum cleaners, you should first ensure that all filters and bags are emptied and cleaned, the vacuum hose and any floor tools/attachments/rods are clear of any debris or blockages, the machine has been assembled correctly and has been used only according to the operating instructions.
- 3) If this does not fix the problem, then you must contact Cleanstar on (03) 9460 5655 immediately and provide a detailed description of the issue (i.e. fault, damage, etc).
- 4) Cleanstar will ask you to complete and send back a Stock Return Request Form. We may also ask you to email us supporting photos of the product.  
*\*\*\* DO NOT automatically provide your customer with a replacement product or credit until Cleanstar has had an opportunity to assess the product thoroughly. Take down the customer's contact details and let them know that the product will need to be assessed before taking further action.*
- 5) Once Cleanstar has had the opportunity to consider your Stock Return Request, we will contact you with the outcome of your request and provide further instructions.

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- 6) If approved, we will ask you to return the product back to us for further assessment so we can determine the nature and cause of the fault/damage and if it is covered under the applicable warranty terms (i.e. was it caused by the end-user, was it the result of unintended use or inappropriate handling, has the product been assembled incorrectly or not used according to the operating instructions, was it a manufacturer fault, etc). The cost of freighting the product back to Cleanstar will be at the customer's expense, unless advised otherwise by Cleanstar.
- 7) Once Cleanstar has had an opportunity to fully assess the product and determine the nature and cause of the fault/damage, we will contact you with the outcome of our assessment and provide you with further instructions regarding a replacement, repair or warranty/credit claim.

## **OTHER TERMS & CONDITIONS**

- Cleanstar reserves the right, at its **absolute discretion**, to:
  - Determine whether to provide a customer with a credit, repair or replacement item as appropriate
  - Apply a re-stocking fee of up to 20% of the original purchase price
  - Assess the condition and age of the returned goods (including its packaging) prior to authorising a credit, repair or replacement
  - Refuse a credit, repair or replacement under certain circumstances
- All goods returned for credit under the following scenarios (but not limited to these scenarios) will be the subject of a 20% re-stocking fee, at management's discretion:
  - Goods that were placed on special order (i.e. products not regularly stocked by Cleanstar)
  - Goods ordered incorrectly by a customer (ie. wrong part no. quoted on purchase order, etc)
  - Goods returned because stock can not be sold
  - Goods returned after an extended period of time
  - Goods returned because you have changed your mind about your purchase
- Cleanstar will only offer credit for goods returned under the above scenarios provided that the product:
  - Is in resaleable condition
  - Is in its original packaging, including instruction manuals and all accessories
  - Is unopened, unused and in its original condition

*If these requirements are not satisfied, Cleanstar reserves the right not to offer a credit.*
- Cleanstar will accept product returns and may provide you with either a credit, repair or replacement where:
  - The product is faulty or not of acceptable quality
  - The product is not fit for its intended purpose
  - The product does not match the sample or our description
  - You can present your Cleanstar invoice or other adequate proof of purchase
- Cleanstar may elect to return the product to the manufacturer or their nominated repair agent to determine the nature of the problem. If the product is determined to be faulty, not of acceptable quality, not fit for purpose or not matching a description or sample, Cleanstar will offer a credit, repair or replacement. If you cannot present your Cleanstar invoice or other acceptable proof of purchase, Cleanstar reserves the right not to offer a credit, repair or replacement.