



RETURN OF GOODS RETAIL CUSTOMERS

Bene Sports Medical Ltd will not accept any returns for goods sold to retail Customers other than where goods are faulty or as per the implied guarantees set out in the Consumer Guarantees Act 1993.

RETURN OF GOODS TRADE CUSTOMERS

Bene Sports Medical Ltd undertakes all the implied guarantees set out in the Consumer Guarantees Act 1993. However the Consumer Guarantees Act 1993 will not apply where the Buyer acquires the goods for the purposes of a business.

Where the reason for return of goods lies with the Buyer and not due to Bene Sports Medical Ltd failure to provide the required goods or services, prior approval for goods returned for credit must be sought from Bene Sports Medical Ltd.

All freight fees associated with goods returned due to Buyer reasons are the responsibility and cost of the Buyer.

These goods will only be accepted for credit if they are: in original unopened packaging and in a re-saleable condition (including expiration dates). They must also be accompanied by a copy of the packing slip / invoice.

Goods to be returned must be notified to Bene Sports Medical Ltd within fourteen days of receipt.

Bene Sports Medical Ltd reserves the right to charge the Buyer a re-stocking fee of 30% of the value of the goods returned (exclusive of GST).