

General

All returns to Jonsa Australia must have an RMA approval (Return Material Authorisation number) issued prior to returning the product for replacement or credit.

Customers agree not to deduct anticipated credits or apply debit notes for any return as a condition of return approval. In all cases where a return is accepted, a credit will be issued within 15 working days from the receipt of product. After inspection of the returned product, your account will be credited for the full invoice value of the product, less any applicable deductions and/or re-stocking fee and associated administration charges.

When an original invoice value is unknown or cannot be determined, for whatever reason, Jonsa Australia will determine the value of the product. Jonsa Australia may refuse shipments returned without referencing the RMA approval number. Jonsa Australia reserves the right to deny credit issuance for returned items not in compliance with this policy. Examples include but are not limited to damaged product, incomplete product, expired warranty returns and items returned as nonconforming that pass any evaluative testing.

All claims for loss, damage or delays in transit are to be transacted by the company directly with the carrier used to return the product. The issuance of any RMA shall not be construed as an acceptance of any responsibility or liability on the part of Jonsa Australia or as a waiver of any right to make a determination as to Jonsa Australia responsibility.

To minimise any damage in transit all products for return should be packed in a new carton with appropriate packaging to contain the goods being returned. Jonsa Australia reserves the right to refuse credit for returned product damaged as a result of improper customer packaging. Jonsa Australia will not be liable for any damage or loss as a result of carrier involvement.

Standard return (sale and return)

Products classified for a standard return must be of current design, model, unopened, unused, undamaged and in the original "as shipped" packaging with no labelling on any part of the packaging.

All standard returns shall be subject to the following conditions:

1. A re-stocking and administration fee up to 25% shall apply to the original invoice value (ex GST)
2. Product for return is limited to 60 days from original invoice date
3. Customer shall be responsible for all shipping and insurance charges
4. RMA approval number must be clearly identified on the return packaging
5. Product must be shipped within 7 days from issuing of a RMA
6. Any delivery fees will not be credited. Goods not returned within 7 days of issuance of an RMA may have their return claim rejected

Non-standard return (faulty goods)

A non-standard return covers items which are claimed to be faulty and/or have been supplied to the customer in error.

All non conforming returns shall be subject to the following conditions:

1. Product must be returned within the warranty period
2. RMA number must be clearly identified on the return packaging and paperwork
3. Product must be shipped within 7 days from issuing of a RMA
4. Product will be subject to inspection and testing
5. Product inspected, tested and validated as not being faulty will be denied credit and the customer will be provided the option to either pick up the product at their expense or have it disposed of by Jonsa Australia. A processing fee may apply.

Warranty period

Products sold are in accordance with Jonsa Australia Standard Terms and Conditions of Sale. Unless otherwise specified new products carry a 12 month warranty, return to base.

Warranty turnaround time

Product returned as faulty under warranty will be tested, checked and verified. Product approved for credit, will be processed within 15 working days from receipt of product. All returned product is held in Quarantine until tested.

RMA (Return Material Authorisation) required

Any return to Jonsa Australia, whether faulty or not, must be first authorised and a RMA number issued. No product will be accepted into any Jonsa Australia premises without a RMA number first being provided.

Request for RMA instructions

To request an RMA approval number you must first complete a request for RMA form. This form can be found on the Jonsa Australia website www.jonsa.com.au. Alternatively, contact Customer Service to have the form emailed or faxed to you.

This form must be faxed or emailed back prior to the return of the product

Once your return request has been received you will be contacted by Customer Service in respect of a RMA number.

Credit for returned product

Any credit issued by Jonsa Australia will be strictly in accordance with this policy and no deviation or modification will be accepted without the approval by management. A credit will only be issued once all criteria is verified and accepted. Customers accept all charges relating to handling, re-stocking and disposals noted in this Policy.

Product ineligible for return

You are not entitled to return goods or seek a credit or refund if you:

1. Realise you cannot afford the goods
2. Found the same item at a cheaper price elsewhere
3. Knew about any particular failing or fault of a product before your purchased
4. Caused any failure, damage or fault in the product after purchase
5. Purchase a product that is specifically made or modified for your business use
6. Intend to return partial pack quantities

Contact information

PH: 1300 660 155

FAX: 1300 250 407

NSW office Email: sales@jonsa.com.au

WA office Email: saleswa@jonsa.com.au

Any claim under warranty must be made within 12 months of the date of purchase of the product. To make a claim under warranty, take the product (with proof of purchase) to the store where you purchased the product or contact |Jonsa Australia Pty Ltd.

If the product is found to be defective, Jonsa Australia will pay your reasonable direct expenses of claiming this warranty. You may submit details and proof of your expense claim to Jonsa Australia for consideration.

The warranty is given by: Jonsa Australia Pty Ltd – ABN: 15 097 501 105 of : Unit D2, 3-29 Birnie Avenue, Lidcombe NSW 2141

This warranty is provided in addition to other rights and remedies you have under law. Our goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be acceptable quality and the failure does not amount to major failure.