

Manufacturer's Returns Policy & Warranty

Warranty

Unless otherwise stated, the normal manufacturer's warranty period of 12 months from date of purchase applies. Please send all equipment that fails within 14 days to SCOTTS IP - these goods will be deemed as dead on arrival - DOA. If a product purchased from SCOTTS IP is faulty after 14 days from original purchase date and falls within the manufacturer's warranty period, it is recommended that you contact the manufacturer or their authorised service centre for warranty service.

Where a product is returned because you believe it is faulty and the fault cannot be observed by our internal testing, the product may need to be tested by the manufacturer.

DOA or Damaged Whilst in Transit Products

If you believe the product is DOA - dead on arrival or damaged whilst in transit, contact our support staff immediately on (03) 9008-5696 to report the problem.

Faulty products need to be returned to us within 14 days from the purchase date.

You will then be issued with an **RMA** - return merchandise authorisation, to be able to ship the faulty goods back to us. **Please note** - we will not accept any goods for return which do not have an **RMA** - return merchandise authorisation or is sent outside the 14 day period.

You will need to supply the following information, before we can issue a Fault Reference Number:

- The Name supplied on the Invoice or the Invoice number associated with the goods
- The Part number of the faulty product to be returned
- The serial number(s) of the faulty / damaged goods
- The Date of the shipment was received by you
- Description of the fault - we will also need photographs if the goods are damaged in transit

You will need to repackage the faulty good(s) in their original packaging and send them back for warranty return.

If you receive a product that is damaged due to the transit process, do the following:

- Do not accept delivery of the goods
- Direct the deliverer to "Return the goods to the sender"
- Notify our support staff on (03) 9008-5696

If you inadvertently accepted delivery, and notice that the goods appear to have suffered damage whilst in transit, please notify our support staff on (03) 9008-5696

If you return a product because you believe it was dead on arrival, and upon testing, we find the product is in working condition or any damage was a result caused after you took receipt of the goods, then the product will be returned to you.

If the goods are being sent back as damaged whilst in transit, and upon testing, we find the product is in working condition or any damage was a result caused after you took receipt of the goods, then the product will be returned to you.

In either case, this will incur an inspection fee of \$55 or 15% of the goods cost and any associated freight costs will be added to the invoice with the return. This invoice needs to be paid immediately upon generation and supply to you. Your goods will not be shipped unless clear payment has been received.