

PART A – Customer Credit Return Application

CUSTOMER CREDIT RETURN APPLICATION DETAILS			
Company:			
Contact Person:		Date:	
Customer Reference Numbers:		Original Order Number:	
Customer Ph. Number:		Banlaw Invoice Number:	
Banlaw Sales Representative:		Total Invoice Value:	

BANLAW PRODUCT DETAILS			
Part Number:		Qty	
Part Number:		Qty	
Part Number:		Qty	
Part Number:		Qty	
Part Number:		Qty	
Part Number:		Qty	
Part Number:		Qty	
Part Number:		Qty	
Part Number:		Qty	
Part Number:		Qty	

CUSTOMER CREDIT RETURN APPLICATION REASON(S)

MANDATORY BANLAW PRODUCT CONFIRMATIONS		
Have any item(s) been placed into service?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Are any item(s) damaged?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Are all item(s) packaged in original Banlaw packaging, including labels?	YES <input type="checkbox"/>	NO <input type="checkbox"/>

PART B – Initial Credit Return Processing (Banlaw Use only)

INITIAL CREDIT RETURN PROCESSING		
Confirmation of original Sales Order Details	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Acceptance to proceed with Credit Return?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Is a restocking fee applicable?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Restocking fee (% of original net Invoice)		
Approval of Credit Return applicable (if credit is less than AUD\$1,000)	Sales Representative	
Approval of Credit Return applicable (if credit is more than AUD\$1,000)	Finance Manager	
Approval of Credit Return applicable (if credit is more than AUD\$10,000)	Chief Executive Officer (CEO)	

Credit Return Approved by:	
Signature:	
Date:	

CREDIT RETURN DETAILS FOR CUSTOMER

Banlaw Return Authorisation Number supplied (RMABA___)		
Return Authorisation and Freight details provide to Customer?	YES <input type="checkbox"/>	NO <input type="checkbox"/>

PART C – Inspection of Returned Products (Banlaw Use only)

INSPECTION OF RETURNED PRODUCTS		
All products appropriately packaged for transit?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
No products have been identified as being placed into service?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
No products show any signs of damage?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
All products are in their original Banlaw packaging, including labels?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
All products are approved to be returned to Inventory	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Returned Goods Inspection Completed by:	
Signature:	
Date:	

TERMS AND CONDITIONS

In accordance with Banlaw's General Terms and Conditions of Sale, products within the Refuelling and Fluid Transfer category, as listed in the company's published price lists, may be eligible for credit upon return, subject to the following conditions:

- (a) All goods to be returned within 7 days of delivery, at customer's freight cost.
- (b) Are accompanied with this form completed in full
- (c) Are returned unsoiled, undamaged and resalable condition, the original packaging.
No goods will be accepted for return under any circumstances (other than for the reason of wrong delivery or because they are faulty goods) after 7 days from date of delivery unless prior arrangement and with the payment of a restocking fee 15% of the original net invoice, or \$50.00 net, whichever is greater.
- (d) If the goods have been supplied by the company on a built to order or indent only basis, the company will not accept them for return unless they are faulty or have been wrongly delivered. In this case, follow the Warranty Claim Process on the Banlaw website under the 'Contact Us' section.
- (e) No returns shall be accepted for credit until all goods return formalities and documentation have been approved and confirmed in writing via this form. Customers should familiarise themselves with procedure prior to the return of goods.
- (f) No goods shall be accepted without the provided Return Authorisation details being included with the goods and their packaging.

Special Notes

1. Return requests for a quantity of 10 or more items may not automatically qualify for credit and will be evaluated on a case-by-case basis.
2. Special orders for products not included in the published price list will not be eligible for credit.

I agree to the above Terms & Conditions. Signed: _____