



12/5/2020

## Cattani Australasia Returns Policy

### 1.0. Terms and Conditions

- 1.1. Goods may be accepted for credit or replacement at the discretion of Cattani Australasia.
- 1.2. All claims for credit or replacement must be made within seven days of the date of invoice.
- 1.3. Such claims will only be accepted if the goods are in an unused, “as new” condition, in the original, undamaged packaging. Goods that are not “as-new”, i.e. are used or damaged in any way, will not be accepted for credit, and return freight expenses will not be reimbursed.
- 1.4. Returns are only valid if accompanied by a Return Authorisation Number (RAN) issued by Cattani Australasia.
- 1.5. A restocking fee of 15% of the total value of the products returned will apply:
  - 1.5.1. If the credit return is outside the seven days and there is no valid reason for the return. Valid reasons include, but are not limited to: faulty products; damaged products; product with an expired use-by date at the time of receipt; products received that differ from products ordered; over-delivery;
  - 1.5.2. If the goods are being returned because of incorrect ordering or change of mind outside the seven-day period.
  - 1.5.3. The restocking fee will be deducted from the credit note issued. Return freight charges will not be reimbursed where the customer is at fault and has not adhered to Cattani Australasia conditions.
- 1.6. Goods damaged, lost in transit or short delivered: such claims must be made within seven days, quoting the invoice number.
- 1.7. Claims regarding allegedly defective products: except where a specific warranty period applies from the date of purchase, this will define the period within which claims will be accepted. Warranty claims for manufacturing faults will be processed only after an evaluation by Cattani Australasia or its representative. Subject to that, Cattani Australasia’s liability for the goods is limited to claims permitted under this procedure and to any express warranty given on the goods. Liability for consequential loss, including loss arising from negligence or improper use, is

#### Australia

+61 3 9484 1120  
cattani@cattani.com.au  
280 Dundas St, Thornbury, VIC 3071

#### New Zealand

0800 68 22 88  
cattani@cattani.co.nz



hereby excluded. In cases where it is legally permitted, any remaining liability implied by statute is limited, at Cattani Australasia's option, to repair or replacement of the goods.

**1.8.** This policy does not apply to indent items\*, except where the items are faulty or defective. If an item is faulty or defective, Cattani Australasia will replace the item or refund the value of the item, subject to the warranty clause relating to the product.

## **2.0. Returns process**

### **2.1. Contact Cattani Australasia**

For all claims, initial contact should be made as soon as possible to Cattani Australasia's Customer Service Department: +61 3 9484 1120 or [cattani@cattani.com.au](mailto:cattani@cattani.com.au).

All claims and return requests will be evaluated by Cattani Australasia or its representative. If the claim is validated, Cattani Australasia will provide the customer with a Return Authorisation Number (RAN). No returns claim will be accepted without a RAN issued by Cattani Australasia.

### **2.2. Shipping requirements**

Australian customers will return the product to Cattani Australasia's main warehouse in Australia. New Zealand customers will return the product to Cattani's 3PL in New Zealand (see addresses in 3.0.).

If the product was damaged in transit or Cattani Australasia supplied the wrong product, or Cattani Australasia supplied more items than were requested, Cattani Australasia will meet the cost of return shipping. If the customer ordered the incorrect product, the customer shall incur the cost of return shipping.

### **2.3. Mark the product with the Return Authorisation Number**

When returning the product, clearly state the RAN:

- On the outside of the packaging
- On any documentation/invoice included with the product

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#### **New Zealand**

0800 68 22 88  
[cattani@cattani.co.nz](mailto:cattani@cattani.co.nz)



### 3.0. Contact telephone numbers and return addresses

#### 3.1. For Australian customers:

Speak to a Cattani Australasia customer service representative on (3) 9484 1120 or email: [cattani@cattani.com.au](mailto:cattani@cattani.com.au)

#### Return product to:

Cattani Australasia  
5 Sheppard Street  
Thornbury  
Victoria 3071

#### 3.2. For New Zealand customers:

Speak to a Cattani Australasia customer service representative on +61 3 9484 1120 or email: [cattani@cattani.com.au](mailto:cattani@cattani.com.au)

#### Return product to:

Cattani Australasia  
c/o PBT Express Freight Network  
18-20 Bell Avenue  
Mt Wellington  
Auckland 1642

### 4.0. \*Cattani Australasia Indent Order Policy:

Cattani accepts purchase orders for indent items. Any indent or bespoke item with a value over \$1500 requires a 15% deposit before the order is requisitioned from Italy. Once the stock is invoiced, normal credit terms apply to the balance owed. No returns are permitted on indent items except where the goods are faulty or defective. Standard warranty terms apply.

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