



Connecting Through Innovation!



AECAA Pty Ltd Trading as **Automotive Electrical & 4WD Accessories** | ABN: 96 059 087 704 | ACN 059 087 704

AECAA Pty Ltd trading as Automotive, Electrical & 4WD Accessories GOODS RETURNS POLICY

AECAA Pty Ltd are always doing our best to ensure our services exceed your expectations and ensure that we are controlling costs and utilising labour efficiently around the re-stocking of goods that are returned to us.

Returning goods to us will incur a 20% re-stocking fee. To ensure this process is handled smoothly and efficiently, goods returned to our warehouse must be documented with our sales team prior to return.

Should you have any concerns with an order or require to return goods to us, please follow this easy 3 step process:

1. Contact our sales team relative to your location with details / reason for return. This can be done over the phone or through email. Our team will assess your case to identify the most appropriate course of action to resolve any concerns.

Queensland DC	Western Australia DC
Phone: 07 5540 7877	Phone: 08 9358 7000
Email: sales@ktcables.com.au	Email: sales@alanco.com.au

2. Our team will enter details of your return into our system and provide you with a **pre-filled 'Goods Return Authorisation Form'** to send back with your goods to our DC. Please note, that we can not accept your goods into our DC if this form is not returned, along with your goods.
3. Once goods arrive in our DC, your order and documentation will be checked with our team and providing all information is correct and approved, any credits will be processed within 3-5 working days.

We understand that there may be circumstances where the re-stocking fee may need to be waved. If you believe that your circumstance fits into this category, please contact our friendly team with any questions.

On the day that any credits are processed by our team, they will automatically sent to the nominated email address we have recorded in our system.

We appreciate your co-operation and understanding.