

# GALLAGHER POWER FENCE (SA) (PTY) LTD

## CREDIT RETURN POLICY

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DOCUMENT OWNER: Mark McKenzie



### SCOPE

This document is to guide the correct procedure for returning goods bought from Gallagher Power Fence by customers.

### IMPORTANT DISCLAIMER

All returned goods will be subject to a 10% handling fee. All transport costs related to goods returned, incurred by Gallagher will be recovered from the customer.

### STEPS FOR GOODS RETURNS

#### STEP 1

- Email a member of the Logistics team
- Email address – [sales.za@gallagher.com](mailto:sales.za@gallagher.com)
- Quote order number or invoice number and product description
- Please note – NO INVOICE, NO CREDIT

#### STEP 2

- Step 1 documents are received
- Goods Return Authorisation (GRA) number is issued by the logistics manager
- Please note – ONLY GOODS WITH A VALID GRA NUMBER WILL BE ACCEPTED AT WAREHOUSE

#### STEP 3

- Write GRA number on documentation listed in Step 2
- Send goods to address listed below
- Contact name and branch details (with stamp where applicable) included with goods returned
- Goods are received at Gallagher warehouse
- An inspection will be performed before goods are accepted (see requirements for inspection listed below)
- Once inspection is passed a credit note will be processed
- The customer is responsible for all transport cost related to returned goods (directly or indirectly)

### REQUIREMENTS TO PASS INSPECTION

- Goods must not be unopened
- Goods must be unused and in the same condition they were received
- Goods must not be shop soiled or outer packaging damaged in any way

- Do not place transporter's waybill docket on the actual product packaging

**GOODS RETURN ADDRESS**

43 Saturn Crecent  
Linbro Business Park  
Frankenwald  
2090