



## **EQUIPMENT RETURNS POLICY**

Due to the large influx in return of goods we have been forced to implement a new return policy.

### **Claims and Returns Process**

1. Contact [equipment@bracton.com](mailto:equipment@bracton.com) and request a Return Approval Number (RAN). When requesting a return you will be required to provide the original invoice number.
2. Return the goods to Bracton along with the Return Approval Number.
3. Bracton will take up to one week to process and issue a credit note.

### **Conditions**

1. All returns must be pre-approved prior to return of goods.
2. Goods must be in original (new) condition with original undamaged packaging.
3. No returns accepted on goods ordered more than two months from the date of receipt delivery.
4. No returns accepted for custom manufactured or custom ordered goods, this includes beverage pythons or beer towers.
5. All returns must be accompanied with a copy of the original invoice and are subject to a 20% restocking fee.
6. All goods returned by the Customer to Bracton for claim shall be inspected by Bracton. Acceptance for inspection will not be considered evidenced that Bracton accepts any claim made by the Customer.
7. The Customer acknowledges that Bracton shall not be under any liability to issue credit for any goods that have been damaged or altered.

### **Exceptions**

1. The restocking fee will be waived for returns that are returned to Bracton within one month of delivery excluding items subject to clause 4 at management's discretion.

*Version date: 2 March 2017*