



## **MVI HAZEL Returns Term & Conditions Policy**

MVI Hazel always stride to provide high quality goods that are fault free and undamaged. On a rare occasion however, goods may need to be returned. Returns are governed by the following Terms & Conditions.

- The Customer shall only return goods with the permission from MVI Hazel personnel and within the agreed process detailed below.
- All goods shall be returned with proof of purchase or invoice number clearly identifiable to correlate to goods with proof of date of purchase.
- All goods must be returned with a Return Number which will be supplied by MVI Hazel representative / office sales team personnel.
- Note that all outer packaging needs to be free from defects, handwritten notes, debris, dust or anything that prevents a resale.
- Carriage incurred due to the returning of goods that were incorrectly ordered /cancelled will have the cost charged back to the customer.
- Products returned must be currently for sale at MVI Hazel.
- Goods returned within the first 0-3 months can be credited for 100% of the value with the exception of the uplift shipping cost which will be charged back to the customer.
- Goods bought between 3-6 months will incur a 15% handling fee and will be debited from the credit amount.
- Goods bought between 6-12 months will incur a 25% handling fee and will be debited from the credit amount.
- After 12 months goods cannot be credited unless eligible under warranty return and fault.
- Returns will be processed within 2 days of receipt of the goods.
- MVI Hazel retain the right to reject any return upon inspection if not deemed to meet the above conditions .