

## RETURNS & CREDIT PROCESS (NZ)

T E L E  
G R A M  
— C O

### PLEASE NOTE:

Telegram Co. is a firm sale company. Only Customer Service can authorise returns. Goods must be returned to Source Home & Object, as per the below process, prior to claims being processed. Claims will only be processed against an invoice, proof of purchase must be available.

*Any stock returned without following the below procedure will be refused and returned to sender (at the customer's expense).*

### REASONS FOR REQUESTING A RETURN & CREDIT

- Despatch/Supply Error
- Faulty Item
- Damaged in Transit

If you require a credit or need to have stock returned, please contact Customer Service on +61 3 9318 0822 within 5 working days of receiving your order.

1. Customer Service will email you a Return Authorisation, which is valid for 14 days. Please print and include within your return parcel.
2. Write your Return Authorisation Number clearly on the exterior of your parcel.
3. Send the goods back to Source Home & Object, as arranged with Customer Service.
4. Once goods have been returned in the condition they were received, you will be notified and emailed a credit note.

### IMPORTANT:

- All returns must have an accompanying Return Authorisation Number. Any goods returned without a Return Authorisation Number will be refused.
- Goods must arrive back in a re-saleable condition (unless faulty or damaged in transit).
- Return Authorisations are only valid for 14 days, after which time a credit may be refused.
- Customer Service will advise if goods do not need to be returned.