

# Return and Exchange Form



Please see next page for Terms and Conditions for Laxale's Hair and Beauty Supplies Returns and Exchanges.

PLEASE CONTAC	ΤΟΙ	JR CUSTON	MER CAR	E TEAM ON 02 9	609 6020	PRI	OR TO	RETURNING ANY	FAULTY ITEM
STEP 1 – Custom	er [	<b>Details</b> or	iginal Orde	r# / Invoice# if availa	able:				
ACCOUNT NAME / NUMBER:					OFFICE / WAREHOUSE USE ONLY				
CONTACT NAME:					REP:				
ADDRESS:					RECEVIED				
EMAIL:					SIGNATUR	KE:			
PHONE:			MOBILE:		DATE:				
Please select one of th	e foll	owing option	s: Exchan	ge for another item	Rei	mbur	se my o	riginal payment meth	od / Account 🔲
STEP 2 – Returns	S Plea	se indicate th	ne items yo	u are returning, inclu	ıding a reas	on			
Stock Code	Description				Quan		Unit Price	Total Price	
D								TOTAL	
Reason for return or ex	kcnan	ige -							
Comments -									
STEP 3 – Exchan	σΔς	Dloaco indica	to the item	us vou would like in r	onlacomon				
Stock Code	<u> </u>	Description		is you would like iii i	еріасеттет		intity	Unit Price	Total Price
Stock Code		Description	'			Quu	increy	Office	10tai i i icc
STEP 4 – Paymei	nt -	If the total of	your excha	nge or new order ex	ceeds the v	alue d	of your r	eturn, or for postage c	osts for
replacements, please p	rovid	e a method o	of payment.	Please Note: Return	n postage f	or exc	hanging	faulty or incorrectly s	hipped items is
free; all other items fo	r excl	nange will inc	cur standar	d freight charges.					
Method of Payment									
30 Day Account		Cheque End	closed	Credit Card (Pleas	e fill out de	tails b	oelow)		
Credit Card Information	on	·		•			,		
Name on Card				Card Holder Signatur	e				
Card Number									
						.,			
DI EACE NOTE: That	cubr	mitting vour	goods for	cradit dags not in	dicate that	cr	adit is a	naround Should a re	sturn itom not
			-					pproved. Should a re onfirm that you und	
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agree to the below	terii	is ailu colla	ינוטווא וטו' (	CI CUIL CIAIIIIS					
Name				Signature				Date	

Return Address: Reply Paid 87205, PO Box 81, St Marys, NSW 1790

### Terms and Conditions

Since 1987, we at Laxale's pride ourselves on providing a superior level of service and a wide portfolio of local and international brands. We appreciate that you want to shop with the confidence of knowing that if you are not completely satisfied with your purchase, you can simply return it to any Laxale's department store and we will provide you with a Credit Note, refund or repair within the following guidelines.

#### Please retain your receipt

In order to obtain a refund, exchange or to repair a product purchased from Laxale's, you must have clear proof of purchase – typically a receipt. If you do not have clear proof of purchase, Laxale's is not obligated to offer you an exchange, refund or repair. However, under certain circumstances Laxale's may elect to repair, exchange or issue a Credit Note for the product. For loss prevention purposes we will need to record your personal details.

Is the product faulty, unfit for purposes or does it match it's advertised description?

Once proof of purchase has been established, if the product fault can safely and clearly be determined in-store, we will offer you either a refund, exchange, repair or Credit Note.

Where the product fault is difficult or potentially dangerous to determine in-store (for example if it is electrical or an item of furniture), we will need to consult with the manufacturer or repair agent to determine the fault and resolution. Please note for Hairdressing Furniture and Equipment warranty claims, equipment must be installed by professional plumbers and electricians for warranty to be valid (proof of installation is required). Furniture is covered by a back to base warranty, meaning goods need to be returned to an authorised Laxale's repair centre at the purchasers expense for inspection.

Our sales staff are happy to liaise with the manufacturer or repair agent on your behalf to resolve the issue but it may take six weeks or more to complete the process. It may be more convenient for you to liaise with the manufacturer directly(which may be more time efficient). Laxale's can supply you with their relevant contact details upon request.

Unfortunately, Laxale's cannot offer a refund or exchange where the product has sustained damage due to inappropriate use, whether that has been identified by Laxale's, the manufacturer or repair agent. If the product does not match it's advertised description, Laxale's will provide you with either a refund or Credit Note to the value of the item purchased.

Furthermore, no returns can be accepted for goods which have been ordered and manufactured per customer specifications.

#### Have you changed your mind?

If you still have your receipt and it is within 7 days of purchase, Laxale's will give you an exchange, refund or credit (in the form of a Credit Note), providing the product is: (1) in its original condition and packaging (including manuals and accessories); (2) Not on the Product Exclusion List (please see below).

If you meet the conditions above but are returning a product outside the 7 day return period, Laxale's will offer you an exchange or a Credit Note. If you cannot provide proof of purchase but otherwise meet the conditions listed above, Laxales will offer you an exchange or Credit Note credited with the value of the item at the lowest recorded system price as it's purchase date cannot be determined.

Furthermore, from time to time we may accept goods for credit but this may incur a handling fee of 15% of the valued of the returned goods, plus any freight (if applicable). Product Exclusion List: Hairbrushes, Combs, Scissors, Manicure Sets, Shavers and Razors, Earrings, Nail Files and other personal care items and hairdressing furniture.

#### What is a Credit Note and when would I receive one?

A Credit Note provides you with the credit to the value of the goods returned. You may elect to receive a Credit Note (rather than a specific refund) when the product is faulty or does not match the description advertised. A Credit Note may also be given if you change your mind and decide to return a product. The Credit Note is not redeemable for cash and is valid for 12 months from the date of issue.

Furthermore, from time to time we may accept goods for credit but this may incur a handling fee of 15% of the valued of the returned goods, plus any freight (if applicable). What if I can't find my receipt, can I use a bank statement as proof of purchase instead?

Unfortunately Laxale's will not accept a bank or credit card statement unless the amount shown on that statement directly corresponds to the amount at which the product in question was purchased. Where multiple items were purchased in that transaction it limits our ability to establish proof of purchase. Laxale's cannot provide copies of receipts if lost or misplaced.

Please note: When a refund is granted, we will refund the original purchase price via the previous method of payment indicated on the receipt. If you are granted an exchange for reason of not having a receipt, you will be given a Credit Note to the value of the lowest recorded system price as it's purchase date cannot be determined.

Furthermore, from time to time we may accept goods for credit but this may incur a handling fee of 15% of the valued of the returned goods, plus any freight (if applicable).

#### <u>Refunds</u>

Where we've offered you a refund, we know that getting your money back in a timely manner is important too. That's why **we commit** to completing any refund within 15 business days of agreeing to it, assuming all details are valid and correct refund details have been provided.

#### <u>Cancellations</u>

We may cancel an order if the goods is not available for any reason. We will notify you if this is the case and return any payment that you have made. We will usually refund any money received from you using the same method originally used by you to pay for the goods.

If you wish to cancel your order please contact our Customer Service Team on 02 9609 6020. No cancellation fees apply, unless a deposit has been paid to reserve stock. Once an order has been dispatched it may not be cancelled and the item must instead be processed as are turn and must be returned to the company according to guidelines provided by the costumer care department

#### **Warranties and Repairs**

All warranties offered are the manufacturers warranties and not that of Laxale's Hair and Beauty Supplies. Each manufacturer provides its own warranty periods and these will vary for each product.

All repairs are carried out by the manufacturer and not by Laxale's. In some cases, faulty items cannot be repaired and a replacement or refund will be offered. Laxale's cannot control the availability of parts of replacement goods.

Laxale's has no control over manufacturer repair periods and cannot advise what they will be. We will however do as required by relevant legislation to ensure your faulty item is handled as quickly as possible and that you are informed throughout the process. In cases where you have returned goods directly to the manufacturer, Laxale's cannot be held accountable for repair periods or communication from the manufacturer.

## OFFICE USE CREDIT PROCESS

(Within 3 Business Days)

- Warehouse receive and sign for return
- Put return in credit box (one per form)
- Give paper work to Admin to process
- Warehouse put stock away once processed.

OFFICE USE
Approved By:
Action:
Notes:
Credit \$0.00 - \$100.00 - Admin to annrove

Credit \$100.00 + - Management to approve