

JAMES BENNETT

RETURNS POLICY

James Bennett generally accepts return of material, processed or non-processed, where the title has been received damaged, or is faulty or incorrectly supplied. Faulty goods or items incorrectly supplied are returnable without charge, even if end processed.

Where the item is less than \$ 25 (library price) or \$ 50 for a serviced item, we reserve the right to ask for the return of the goods. The cost of the return processes for the library and James Bennett would exceed the cost of the individual item.

James Bennett will accept return freight costs. The customer may choose to short pay the invoice or James Bennett will issue a credit note for the return. Credit is issued to the customer within 7 days of the return.

Faulty or misbound books should be notified to James Bennett within 14 days of receipt but will be accepted within 6 months of invoice date. These items need to be returned to James Bennett.

Incorrectly supplied items should be notified to James Bennett within 14 days and subsequently returned carefully packed in mint condition.

Items damaged in transit should be notified within 14 days. If a delivery has obvious signs of packaging or other external damage, you can accept as damaged. We would ask that you note this at the time of acceptance to the courier, as this will assist us. Damaged items need to be returned to James Bennett.

Items missing parts, e.g. CD's should be notified to James Bennett within 14 days. James Bennett will seek to replace any missing parts but this may not be possible if notification is received after a significant period has elapsed.



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