



## LUBRICANTS RETURNS & CREDIT POLICY

Due to the nature of the lubricant product(s) Allied Petroleum supplies to its customers, we have a policy to appropriately manage the return and credit of goods in a fair and reasonable manner.

Unless otherwise agreed prior to supply, a credit or replacement may be provided in the following circumstances.

1. Product Incorrectly Ordered by the Customer
2. Product Incorrectly Supplied to the Customer
3. Product No Longer Required
4. Special Orders
5. Delivery of Damaged or Lost Products
6. Products found with Concealed Damage
7. Bulk Tanker Products

### **1. Product Incorrectly Ordered by the Customer**

In the event that a customer wrongly orders a product, a credit will be issued on the following terms:

- Allied Petroleum Ltd has accepted and authorised the return.
- Product must be returned at the customer's cost within 5 working days of receipt of the product.
- Product has been returned and receipted to the warehouse.
- The product must be in saleable condition ie as new condition with seals intact.
- If freight has been charged on the delivery of the product, the freight component will not be credited.
- A restocking fee of 10% will apply.

### **2. Product Incorrectly Supplied to the Customer.**

In the event that the product is delivered in error by Allied Petroleum Ltd we will arrange for the return of the product and supply replacement product at Allied Petroleum's expense provided the following conditions are met.

- Allied Petroleum has been informed within 5 working days of receipt of the

product.

- The product must be in saleable condition ie as new condition with seals intact.

When a container has been opened Allied Petroleum Ltd can no longer guarantee the integrity of the product to future customers, hence it will not be accepted for credit.

**Important note:** All care is taken to ensure the correct product ordered is dispatched to the customer. However, **it is the customer's responsibility to ensure they have received the correct product.** Allied Petroleum Limited takes no responsibility should an incorrect product be mixed with any other product by the customer due to incorrect delivery.

### **3. Product No Longer Required**

In the event that the customer no longer requires a product after a period greater than 5 days after delivery but not greater than 30 days after delivery, a credit may be issued after consideration of the following:

- The product is in saleable condition ie as new condition with seals intact.
- The product is a 'standard' product therefore can be re-sold.
- The shelf life is within the correct parameters for that product.
- Delivery return costs are at the customer's expense.
- Allied Petroleum Ltd has accepted and authorised the return.
- Product has been returned and receipted to the warehouse.
- A restocking fee of 10% applies and if freight has been charged on the delivery of the product, the freight component will not be credited

Returns that fall outside of these requirements will be managed on a case by case basis.

### **4. Special Orders and Specialty Products**

In general, products ordered or sourced specifically to fill a customer order are not able to be returned. In circumstances where a resale can be made, the product must be in saleable condition ie as new condition with seals intact. Restocking fees, handling fees and freight may apply.

### **5. Delivery of Damaged Product or Lost Products.**

Although every care is taken to ensure product dispatched from the warehouse is in excellent condition, due to various circumstances the product may be damaged or may be lost in transit. Credits will be issued or replacement product supplied on the following terms:

#### **For damages on receipt:**

- Driver must be advised on delivery to make a note against consignment

delivery document.

- Allied Petroleum must be advised **within 48 hours of delivery** with full details of the delivery including the transport company's consignment note and details of the issue/damage.
- Photos of damage should be provided where possible.
- On acceptance of the damage, Allied Petroleum will arrange collection of the damaged product and delivery of replacement product or a credit as advised by the customer.

**For lost product:**

- On confirmation from the transport company that the product has been lost in transit, Allied Petroleum will arrange immediate replacement of product if stock is available.
- If the product is missing after delivery has been made, the customer must advise Allied Petroleum at the earliest opportunity. Allied Petroleum and/or the customer must make all necessary enquiries to determine the cause of the loss which will also determine the degree of accountability for each party. Allied Petroleum will remedy the loss according to these findings (such as full replacement/credit or pro rata, or customer bears the cost).

**Important note:** All care is taken to ensure the correct quantity of product ordered is dispatched to the customer. However, **it is the customer's responsibility to ensure they have received the correct quantity ordered.** Allied Petroleum Limited takes no responsibility should an incorrect quantity of product be signed on receipt as received in good order and delivered in full.

## **6. Products Found with Concealed Damage**

Typically, this situation relates to pallet loads of packaged product where damage cannot be identified until the pallet is unloaded. In the unlikely event of this occurring please respond as follows so the claim can be assessed.

- Advise Allied Petroleum of the damage at the earliest opportunity with full details of the original order/delivery including the transport company's consignment note and full details of the issue/damage.
- Photos of the damage in situ must be provided.
- Product must be held in quarantine until Allied Petroleum authorise a return and agree to disposal arrangements.
- On acceptance of the damage, Allied Petroleum will arrange delivery of replacement product or a credit as preferred by the customer.

## **7. Bulk Products**

Please note that Bulk Tanker deliveries are not returnable except if delivered in error.