

# PLUMSTEAD ELECTRICAL

**PLUMSTEAD ELECTRICAL**  
WHOLESALEERS & LIGHTING SHOWROOM

**OKAVANGO ELECTRICAL**  
WHOLESALEERS & LIGHTING SHOWROOM

**ATLANTIC ELECTRICAL**  
WHOLESALEERS & LIGHTING SHOWROOM

## RETURNS POLICY

### Goods that have not been used

Goods that have not been used may be returned within 30 days of the date that they were purchased, provided that:

1. The goods are in the original condition and packaging
2. The goods have not been used
3. The original tax invoice is produced when the goods are returned

You will be refunded in the same way as you paid for the good (e.g. if you paid by EFT, you will be refunded by EFT) and a handling fee may be charged.

If the goods were originally delivered by driver or courier, please also note that upliftment by our sales representatives or drivers does not automatically result in a credit.

### Exclusions

Please note that we do not accept returns of cut wire, loose batteries, transformers or lamps under any circumstances.

### Delivered Goods- Damages

Goods that have been damaged in transit, where they have been delivered either by courier or by our drivers must be reported via fax or email to the store within 48 hours of the delivery being made: and you must receive a reference number for upliftment of the damaged goods.

### The Process

1. Check the goods against the delivery note
2. send a fax or email to the store, including details of damaged goods (invoice #, quantity, product codes / description)
3. A confirmation notice, with reference number, will be sent back to you and a copy will be given to your designated sales representative.
4. The sales representative will uplift the goods at their next visit to your premises

A sales representative may not collect damaged goods for credit without a pre-completed Goods Return Voucher, with reference number. Upliftment does not automatically result in a credit. All goods are inspected by our store personnel before a credit is passed.

### Faulty / Defective Goods

If the goods you have bought are defective because of the way they are made, you can return them within 6 months of the date they were bought, provided that:

1. The goods were used for their intended purpose
2. The goods must have been maintained according to their instructions of use

Refunds or exchanges on faulty goods will only be made once the product in question has been fault-tested by the supplier and deemed non-repairable

### Buy-ins

We do not accept returns on any non-stock items purchased from us (i.e. an item sourced from our suppliers specifically on your behalf) unless the supplier agrees to the return of the item or another item of at least equal value is bought as a replacement. In this instance, a 20% handling fee will also be charged on the returned goods.