



REFLECTIVE STYLE PTY LTD CREDIT POLICY

As business efficiency will support better service and quicker customer response the following policy for credit request/s has been implemented to help streamline operational and administration response and action.

OUR REQUEST FOR THE BELOW INFORMATION IS TO HELP US IDENTIFY WHETHER THE SUPPLIER, WAREHOUSE, TRANSPORT OR THE PACKAGING HAS CAUSED THE PROBLEM ASSOCIATED WITH YOUR PURCHASE

The "Credit Request Form" is available from our Website, your Agent or Sales Representative, Reflective Style Head office or from our Customer Service Personnel.

To request a credit for any goods that are damaged, short supplied or have missing components etc, please follow the guidelines below:

1. Please complete the "Credit Request Form" as attached
2. Identify correct Item/s
3. Please provide a clear item/s description
4. Identify correct transport company "Carrier"
5. Complete reason for credit request (please extend the information to help us identify the problem)
6. A photograph "**must**" accompany the credit request, (if a photograph is not available) please ensure that the damage description is extensive
7. Ensure that all sides and overview of all items are included in the photograph, if possible include (inner boxes, outer boxes, pallet configuration etc)

On Completion, please email or fax the "Credit Request Form" to Adelaide head office attention "Customer Service" email: customerservice@reflectivestyle.com.au Fax: (08) 8351 3061

Once received by our office attention will be given to the request and priority to complete the request will be our focus, so the more information that is attached the easier our task will be to help complete your request, our office will contact you in the event more information is required.

Credits will be issued direct to your account (in the case of account customers) or if the purchase was a Pro Forma account / COD, then the credit amount will be paid to you by either a refund cheque or a deposit to your nominated account. In the event we agree to swap the damaged goods for you, then we will discuss with you our method of process to get the goods to you.

Processing time from receipt of Credit Request at Reflective Style is 7 clear Working days.

Claims Time line

Any and all claims "must" be made within 14 days of invoice date. Requests will not be accepted without "Head Office" approval and with clear shipping instructions. When claims are to be returned, only Reflective Style nominated carriers will be used.