



KENWOOD

BRAUN

Goods Return Approval (GRA) Policy

Information for Retailers

Introduction

The purpose of this policy is to set out the circumstances under which DeLonghi will accept return of DeLonghi Group products from retailers for repair or replacement. This policy applies to defective products only.

DeLonghi is committed to compliance with all laws and regulations, including the Competition and Consumer Act and Australian Consumer Law / Consumer Guarantee NZ. This policy does not exclude or modify the statutory rights or liability of any party.

This policy does not affect the rights of end user customers or contractual relationships with our account customers.

DeLonghi GRA lodgment

DeLonghi has dedicated lines of communications to process GRA claims promptly.

Email gra.au@delonghigroup.com

Queries

Telephone 1800 126 659 (for Australia) or 0508 200 300 (New Zealand)

GRA Policy

1. **DeLonghi will accept a return of a defective appliance when:**

Reason for request	Defect	Verification
Initial Product Failure – out of box	Appliance is inoperable	Not required
Major Failure – customer return to point of sale	Appliance is inoperable within a reasonable period of date of purchase	Retailer to confirm defect

De'Longhi Australia Pty Limited

Sydney

Nexus Park Industrial Estate, Bld3A/43 Lyn Parade, Prestons NSW 2170 – PO Box 4540 Casula Mall NSW 2170
Phone: (+61) 2 9426 7000 – Fax: (+61) 2 9426 7033 – Email: delonghi@delonghi.com.au – www.delonghi.com.au



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2. DeLonghi will not accept a return of a defective appliance when:

Reason for request	Defect	Remedy
Major Failure – floor stock	Appliance is inoperable	Refer to Approved Service Centre
Minor Failure – customer return to point of sale	Appliance is partially inoperable	Refer to Approved Service Centre

3. DeLonghi will not accept a return of a non-defective appliances including:

- a) Damaged goods
- b) Customer change of mind
- c) Unsold stock (aged stock or stock rotation)

GRA Process – Retailers

- 1) Inspect product to determine defect complies with DeLonghi policy.
- 2) Contact DeLonghi after sales call centre for assistance 1800 126 659 (Australia) or 0508 200 300 (New Zealand).
- 3) Complete GRA form including a copy of the end user’s purchase receipt.
- 4) **REMINDER** – DeLonghi reserves the right to reject claims which are not accompanied by a copy of the customer purchase receipt
- 5) Email completed form to gra.au@delonghigroup.com together with purchase receipts
- 6) **REMINDER** – DeLonghi will not accept return of damaged stock, customer change of mind or unsold stock (aged stock or stock rotation).
- 7) Prepare product for collection – all appliances are to be returned complete and in original packaging or packed safely to prevent any damage during transportation. All items other than unopened master cartons must be packed 1 unit per carton
- 8) **REMINDER** – All attachments, accessories and instructions to be returned with the product. DeLonghi reserves the right to deduct or reduce the amount of credit for good returned which are incomplete.
- 9) Place GRA number on packaged return product for ready identification by DeLonghi.
- 10) **REMINDER** – Obtain the drivers signature when the goods are collected and retain a copy if required.

All credits will be promptly processed once the appliance has passed the incoming inspection. The credit will equal the amount invoiced less any deductions.

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