

## RETURNS POLICY

In this document:

We or us means Hexa Lighting Pty Ltd (ABN 35 671 908 795);

You or the Customer refers to the authorised distributor that purchased the Goods from Hexa Lighting Pty Ltd; and The Goods refer to Hexa Lighting branded products purchased in Australia.

This document outlines the conditions under which we will accept the return of non-defective goods. (For defective products please refer to the Warranty against Defects and Warranty Claim Procedure documents. However, we will endeavour to provide replacements where possible rather than providing credit).

### Standard Goods

- Freight costs incurred will be the responsibility of the returning branch/consumer.
- HEXA Lighting will inspect all returned goods on arrival to ensure they comply with re-sale standards.
- The credit amount will equal the original price invoiced.
- Credit can only be deducted when an official HEXA credit note has been issued and quoted on your remittance. Any short payment without a credit note number will become payable immediately.
- Hexa will only accept return requests when there is a new order with equal value accompanied.
- If Standard return requests are sent within two (2) weeks from the original purchase date, no re-stocking fee will apply.
- Any requests sent after two (2) weeks but within four (4) weeks from the original purchase date will incur a 25% re-stocking fee of the total amount of the request.
- Hexa will not accept a return request if the original purchase date is more than four (4) weeks from this date.
- Hexa Lighting will provide a "goods return authority" (GRA) form prior to the return of any goods. All goods must be in original packaging, unsoiled, undamaged and otherwise in a re-saleable condition.
- Inspection of returned goods is at the discretion of Hexa Lighting.
- Hexa Lighting will not accept liability for any returned goods damaged in transit.

### Custom/Project Lighting

- Custom or project lighting (products outside the standard HEXA catalogue) are deemed non-returnable and non-refundable.
- If HEXA agrees to accept a return for a custom-built product, a 70% re-stocking fee will apply.

### For all other goods

- HEXA Lighting has sole discretion to determine whether a return is accepted and may allocate a re-stocking fee if required.
- All goods must be returned in original packaging, unused, unsoiled, and in 100% re-saleable condition.
- Inspection of returned goods is at HEXA's discretion.
- HEXA Lighting accepts no liability for goods damaged in transit during return shipping.

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## Criteria Required for Return

- Goods MUST be in 100% re-saleable condition
- Original Packaging (no printed tape or labels on boxes)
- Unsoiled / Undamaged
- Meet time frame Criteria

## Goods will NOT be accepted in any of the following circumstances

- Goods are returned without Hexa official GRA (Goods Return Authority) number.
- Goods are returned without original PO and/or Invoice information.
- Goods have been used or modified.
- Goods are not in original packaging or packaging is damaged.
- Goods were a custom/project item.

## Conditions

**Hexa Lighting Pty Ltd will inspect all returned goods on arrival to ensure they meet re-sale standards. If goods are approved for re-stocking, a credit note will be issued within 14 days.**

- Customers are responsible for return shipping costs to our Head Office at 7, 14 Green Street, Banksmeadow, NSW 2019.
- The amount of credit will be equal to the original price invoiced.
- Credit can only be deducted from your monthly account once an official credit note has been issued by Hexa Lighting. (Deductions without quoting our credit note number on your payment remittance will not be accepted and short payment will become immediately payable.)
- Returns must be made within 14 days of receiving your item.
- Products must be unused, in original packaging, and in the same condition as sent. Used products cannot be refunded or credited.
- Refunds will not be issued for incorrect ordering or change of mind.
- Afterpay, PayPal, and credit card fees are non-refundable.
- The following items are excluded from our 14-day return policy: clearance items, custom items, made-to-order items, accessories, and gift cards.