

## **EQUIPMENT RETURNS POLICY**

### **Claims and Returns Process:**

1. Contact Pacificool and request a Return Approval Number (RAN). When requesting a return you will be required to provide the original invoice number.
2. Return the goods to Pacificool along with the Return Approval Number.
3. Pacificool will take up to one week to process and issue a credit note.

### **Conditions**

1. All returns must be pre-approved prior to return of goods.
2. Goods must be in original (new) condition with original undamaged packaging.
3. No returns accepted on goods ordered more than two months from the date of receipt delivery.
4. No returns accepted for custom manufactured or custom ordered goods, this includes beverage pythons or beer towers.
5. All returns must be accompanied with a copy of the original invoice and are subject to a 20% restocking fee.
6. All goods returned by the Customer to Pacificool for claim shall be inspected by Pacificool. Acceptance for inspection will not be considered evidenced that Pacificool accepts any claim made by the Customer.
7. The Customer acknowledges that Pacificool shall not be under any liability to issue credit for any goods that have been damaged or altered.

### **Exceptions**

- The restocking fee will be waived for returns that are returned to Pacificool within one month of delivery excluding items subject to clause 4 at management's discretion.