



Stock Rotation Policy: Standard Terms and Conditions

1. All stock rotation requests must be processed by emailing admin@deluxecomm.com.au, an RA number will be issued for your return which must be displayed on the shipping box('s) of the returned stock.
2. Only customers who are within their account trading terms are eligible to receive stock rotation privileges.
 - Customers must have NO overdue bills.
 - Customers must have a record of paying their bills on time for at least 2 months prior to the stock rotation request.
3. All products are eligible for stock rotation EXCEPT: Mobile Phones handsets, discontinued products & any products sold discounted from regular dealer list price.
4. Stock rotations can be requested no earlier than 90 days after invoice from Deluxe Comm Pty Ltd and no later than 150 days after invoice.
5. All stock rotation requests will require a replacement purchase order that is equal to or of higher value than the stock requested for rotation. Rotation request approval will be issued only after the applicable replacement order has been submitted to Deluxe Comm Pty Ltd sales.
6. All rotated stock must have been purchased from Deluxe Comm Pty Ltd & be listed in the current price list.
7. Credits are applied at the original invoice price or at the current price list price (Whichever is lower)
8. An additional restocking fee of 20% may apply or the rotation request be rejected if rotated stock is not in a saleable condition (i.e. stickers, security tags and any other markings or damage). To avoid disappointment please REMOVE STICKERS before returning goods.
9. Stock must be returned to Deluxe Comm Pty Ltd's Gold Coast warehouse with freight pre paid by your store or it will be rejected and returned to store.
10. The RA number will expire 21 days from date of issue. Goods not received by this time will be rejected.
11. Failure to meet any of the above terms may result in the return authority being rejected and returned to store.