

**DIRECT IMPORTS (NZ) LTD**  
**RETURN AUTHORISATION POLICY AND PROCEDURE GUIDE FOR**  
**MUSICAL INSTRUMENTS**

All requests for goods to be returned to Direct Imports must be addressed to:

Service Division  
Direct Imports (NZ) Ltd  
203 Nelson Street South  
Hastings

Direct: 06 8737095 or 06 8737094 Fax:  
06 8737098  
email: [service@direct-imports.co.nz](mailto:service@direct-imports.co.nz)

**1.0      The Process**

- 1.1      All requests for goods to be returned to Direct Imports, must be lodged on a Return Authorisation Form via the Direct Imports website [www.directimports.co.nz](http://www.directimports.co.nz) by a consumer or retailer.
- 1.2      Upon receipt of the completed Return Authorisation Form, our service division may call you to seek further information and/or clarification, where necessary.
- 1.3      If the request to return product is approved an RA Number will be issued and advised to you. The goods are now ready to be returned to Direct Imports.
- 1.4      Please ensure only ONE Return Authorisation Form per item.
- 1.5      Please forward the goods along with all other relevant documentation to the above address.
- 1.6      **Direct Imports will not accept any returns of goods to any of its warehouses, offices, or service centres without an authorised RA Number being stated on the delivery docket/consignment note. The RA Number should be clearly marked on the outside of each carton.**

## **2.0 Reasons for the RA requests to Direct Imports**

### **2.1 Dead On Arrival (DOA)**

- Goods found faulty upon arrival at the retailer's warehouse/store and/or goods returned faulty by a consumer within 14 days of purchase, Customer purchase and return date must be provided.
- Goods must be in the original carton, or in exceptional circumstances Direct Imports may accept goods to be returned that are otherwise sufficiently packed for transport.
- Goods must be reported to Direct Imports – refer 'The Process' above – within 30 days of return from consumer.

### **2.2 Damaged Goods**

- Visible damage that has been noted on Con Note must be reported to Direct Imports and the freight company within 24 hours.
- Visible damage to unit (and no damages noted on Con Note) must be reported to Direct Imports and the freight company within 24 hours.
- Description of found damage must be provided.
- Original consignment note and Direct Imports Invoice Number must be provided.

### **2.3 Service related Returns**

- Service related returns are in respect of faulty goods outside 14 days of purchase.
- Please contact our Service division on 06 8737095 or 06 8737094

### **2.4 New Stock**

- It is Direct Imports policy not to accept return of new stock that was ordered by the retailer.
- In exceptional circumstances where the Retailer wishes to return new stock to Direct Imports, the retailer shall first contact their Sales Representative or Territory Manager before contacting our Service Returns Coordinator.
- New Stock to be returned must be unopened.

## **3.0 Important Notices:**

- Direct Imports shall not accept any goods returned to its offices, warehouses, or service centres without an authorised RA Number.
- Direct Imports reserve the right to return products that do not comply with the details originally supplied on the Return Authorisation Form.
- All goods to be returned to Direct Imports must be complete with all accessories, manuals, etc or they may be deducted from the credit note without prior notification.
- It is the retailer's responsibility to retain a copy of the signed consignment note when stock is collected as proof of collection.
- It is important that the carton quantity on the Return Authorisation Form is correct, as no cartons other than those detailed on the Return Authorisation Form will be accepted.