



Latham Australia Pty Ltd ABN 87 000 502 296
14 Tennyson Road Gladesville 2111 NSW Australia

Phone: (02) 98797888
International: 612 9879 7888
Fax: (02) 9879 7666
International: 612 98797666

Email: accounts@latham-australia.com

Latham Australia Returns Policy

As per Latham's Terms of Trade and invoice conditions, no claims shall be recognized unless made within 7 days of receipt of goods.

Notwithstanding the above, goods may be returned, as directed by Latham's at the customers expense for our inspection. Packing, Freight, Handling and Insurance are the responsibility and expense of the returnee. A Return Claim Form must be completed in full and forwarded to Latham's, whereby a Return Authorization Number will be assigned. This RA Number must affixed to the parcel for it to be accepted in our dock.

Goods returned must be in a pristine and resalable condition as judged by Latham's. Unsalable goods can only be assigned scrap value which is rarely economically viable for a return.

Products returned will be inspected within 5 working days and formal advice will be made available to the returnee.

A Restocking Fee will be charged as follows:

- Off-the-shelf items (Adhesives, Tapes, Tools etc) – 20% of Purchase Price
- Materials in Full Uncut Lengths (Expansion Joints, Stair Treads) – 30% of Purchase Price
- Anything cut to size/fabricated/custom made (Entry Mats, Grates, Cut &/or Drilled Stair Treads) – 100% (Scrap Value Only)

Return Claim Form

Company Name _____

Company Address _____

Shipping Address _____

Contact Name _____ Ph: _____ Email _____

Project/Site Name _____

Material Type _____

Quantity Returned _____

Reason for Return _____

Comments _____

Latham Invoice No _____ Latham Invoice Date _____

Returned Within 7Days of Receipt of Goods (YES/NO) Invoice Paid (YES/NO) Date Paid _____

Customer Signed _____ Date _____

Australian DesignMark



Australian Design Award



MEMBER



AUSTRALIA

ASSOCIATE MEMBER



U.S.A.

MEMBER



U.K.