



# C L E A N R O O M G A R M E N T S

4 Carlotta Street  
 ARTARMON NSW 2064  
 1/35 Lakewood Boulevard  
 Carrum Downs VIC 3201

Ph no: (61) 2 8437 4600  
 Fax no: (61) 2 9437 4351  
 Ph no: (61) 3 8773 4900  
 Fax no: (61) 3 9770 8241

## Returned Goods Authorisation

**NOTE: Please include this form with returned goods**

Customer Name: \_\_\_\_\_ RGA No: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Address: \_\_\_\_\_ Issued by: \_\_\_\_\_  
 City/State: \_\_\_\_\_

Your authorisation number corresponds to the following items:

| CRG<br>PRODUCT<br>CODE | QTY<br>TO BE<br>RETURNED | DELIVERY<br>DOCKET<br>NUMBER | PURCHASE<br>ORDER<br>NUMBER | INVOICE<br>NUMBER | DATE<br>RECIEVED | DATE<br>RETURNED |
|------------------------|--------------------------|------------------------------|-----------------------------|-------------------|------------------|------------------|
|                        |                          |                              |                             |                   |                  |                  |
|                        |                          |                              |                             |                   |                  |                  |
|                        |                          |                              |                             |                   |                  |                  |
|                        |                          |                              |                             |                   |                  |                  |

Reason for return: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Please ship these goods to the following address:**

ATTENTION: RACHAEL BROWN  
 CLEAN ROOM GARMENTS  
 UNIT 4, 5 STANTON ROAD  
 SEVEN HILLS NSW 2147

or

ATTENTION: \_\_\_\_\_  
 CLEAN ROOM GARMENTS  
 \_\_\_\_\_  
 \_\_\_\_\_

**\*Please read conditions below for return of goods:**

- 1) RGA # must be referenced on all cartons and paperwork
- 2) One copy of this form must be included with shipment
- 3) Goods that are damaged in return transit OR that have been tampered with will not be credited

**If for any reason these conditions cannot be met, please contact Customer Service on:  
 (02) 8437 4600**

Courier used:  TNT – CRG ACC: Y/N  Customer's Own  Other: \_\_\_\_\_  
 • If using TNT – CRG ACC: - see form attached for booking procedure

For CRG Use Only

| PRODUCT CODE | QTY RECEIVED | DATE RECEIVED | INSPECTED BY | RETURNED TO WH? |
|--------------|--------------|---------------|--------------|-----------------|
|              |              |               |              |                 |
|              |              |               |              |                 |
|              |              |               |              |                 |
|              |              |               |              |                 |



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## Returned Goods Policy

### Conditions of returned goods:

1. ONLY STOCK items will be authorized for return. A Returned Goods Authorisation Form MUST be received with the returned goods for a credit to be issued.
2. Goods must be returned within 30 days of the delivery date (non-negotiable). Stock Items must be in a saleable state in the unbroken, outer box & must be in multiples of the minimum order quantity. Packaging that has been tampered with and affects the integrity of the product will not be credited. Expired sterile goods will not be credited.
3. A non-negotiable restocking fee of \$60.00. The code used is \*RESTOCK FEE \$60.00. The maximum value that can be returned is \$1,000
4. Incorrect items delivered by CRG must follow the Returned Goods Authorisation format. CRG will pay return freight and credit all associated freight and invoice costs within 7 days of receiving goods back at CRG. Replacement goods will be dispatched within 48hrs of notification (based on availability of stock).
5. Claims for shortages, faulty goods or goods damaged in transit must be made within 48hrs of delivery and in writing. All returns will be credited to your customer account. No refunds. Replacement goods will be dispatched within 48hrs of notification (based on availability of stock).
6. Goods not required by the customer that is damaged in return freight will not be credited.
7. Cancellation of orders must be in writing and must be requested before the order has been packed.

CLEAN ROOM GARMENTS