



**ACT**  
Government  
Health

## Returns Policy

ACT Health Supply Services will accept returns in the following circumstances ONLY:

### **Non Stock Returns**

NonStock Products (items specifically purchased for the customer) can only be returned if they are not 'as specified' on the customer's original request. Examples of goods in this category include incorrect items shipped by the supplier or goods received damaged.

In every case, the goods, packaging and all accompanying paperwork must be returned to Supply Services at the earliest opportunity. Any delay may result in the supplier declining to accept liability. In many cases the supplier can apply a re-stocking fee for any returned products, of which, this cost will be charged to the original purchaser.

NonStock Products are to be suitably labelled to facilitate checking and packed to ensure safe handling and transport. A QIKFAX [or STOCK Order Form – PICS Login] is to be used as a return voucher (fax to Supply Services on 62050804 or 62050806) indicating item(s) to be returned. Our courier will pick up the goods during the next delivery schedule.

Please contact the Purchasing Office on 62050809 for specific advice.



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### Stock Returns

Stock Products may be returned to Supply Services, in the following circumstances:

- **Wrong Product issued by Supply Services.**  
Products in this category must be returned within 2 business days of delivery. Return the incorrect goods with a copy of the Delivery Docket that accompanied the delivery. Highlight the item in error.

Apart from stock products issued in error by Supply Services, stock products returned from customers will be accepted for credit if they meet all of the following conditions.

- **No obvious damage.**  
All returns must be serviceable. Credit cannot be given where products appear to have been damaged, or exposed to dust or moisture. Customers must not return products that they suspect to be of dubious integrity.
- **Current Stocked Products.**  
Only current stocked products can be accepted back. Products already notified as being obsolete or being phased out will not be credited. Contact the Inventory Manager on 62050803 for further advice.
- **Complete Supply Units of Issue.**  
Only complete Supply Units of Issue can be returned. Credit cannot be given for partial Supply Units of Issue. Products must not be returned in other than the supplier's packaging.
- **No opened packaging.**  
Credit cannot be given for products that have been removed from their Unit of Issue packaging, or where the Unit of Issue packaging has been breached.
- **At least 3 months shelf life.**  
Products being returned must have at least three months shelf life remaining.



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### Credit Arrangements

- Returns will be credited at the purchased price if returned within 30 days, otherwise the product will be credited at the current weighted average cost (WAC).
- Final decision for acceptance of any returns rests with ACT Health Supply Services.

### How to return goods

- **Wrong Product issued by Supply Services.**  
Return the incorrect goods with a copy of the Delivery Docket that accompanied the delivery. Highlight the item in error. Contact the Warehouse on 62050812 for further advice.
- **All other returns.**  
Products are to be suitably labelled to facilitate checking and packed to ensure safe handling and transport. A QIKFAX [or STOCK Order Form – PICS Login] is to be used as a return voucher (fax to Supply Services on 62050804 or 62050806) indicating item(s) to be returned. Our courier will pick up the goods during the next delivery schedule.

### Processing of Returns

- On receipt at the warehouse, Supply Services staff will inspect all returns. Products qualifying for placement back into the inventory will be processed and a credit given. Items rejected will be returned to the customer for disposal.