

ADVANCE

OFFICE SUPPLIES

ADVANCE OFFICE SUPPLIES RETURN POLICY

Dear Valued Customer,

Due to an extraordinary increase in returns over the past, AOS (ADVANCE OFFICE SUPPLIES) has had to carefully review our Customer Return Policy against that of our suppliers.

With effect from 1 September 2010, the following policy and procedure will apply.

- 1) Customers have 7 days from date of receipt to return stock.
- 2) Customers will have to produce a copy of the original tax invoice on which the goods were originally supplied.
- 3) AOS drivers will not be authorised to pick up any returns without a signed copy.
- 4) If any product is found to be empty (Cartridges, toners, etc) tampered with or misused, such products will be returned to the customer without a credit note.
- 5) Products with expired dates will not be accepted for credit. i.e. Toners & Cartridges.
- 6) Any stock collected is not a confirmation that a credit will be passed.

We respectfully request your understanding and support in the implementation of this policy.

Thanking you

P.J. Lombardo
Managing Member