

Returns Policy for Rayner Customers with Consignment Stock

Note: Rayner does not re-sterilise Products

1. Products consigned to Customer with a shelf life at the date of consignment of 2 years or less and unsold within the first 18 months of that shelf life will be accepted for exchange by Rayner. Products whose shelf life has less than 6 months left to run will not be accepted for exchange or refund under any circumstances.
2. Subject to condition 1 above, except in connection with termination of the inventory replenishment provisions in conditions 2 and 3 of the Consignment Stock Agreement, Rayner accepts returned Products for exchange only. Returned Products are not accepted for cash credit or cash refund under any circumstances.
3. Freight on returned Products shall be paid for by Customer.
4. All returned Products must have a Return of Goods Authorisation (“RGA”) which can be obtained by contacting the Rayner Customer Services Department (Tel: 1-844-Rayner1) **prior** to dispatching the Products to Rayner.
5. Returns made without an RGA cannot be processed. Products returned to Rayner without an RGA shall be considered removed from Customer’s inventory at the next bi-annual statement of Products performed in accordance with condition 3(g) of the Consignment Stock Agreement, and Customer shall be obligated to pay the applicable purchase price for those Products.
6. The issue of an RGA does not imply any commitment by Rayner to exchange all or any of the Products returned. To qualify for exchange in circumstances other than those specified in condition 1 above, returned Products must be
 - (a) returned to Rayner **within 6 months after delivery**, as follows:
 - (b) in currently manufactured styles. Obsolete Products (styles Rayner no longer advertises) and out of date Products will not be accepted for exchange; and
 - (c) in un-opened original packs. Products returned with adhesive labels and/or writing on the carton, damaged or dirty cartons will not be accepted for exchange
7. Unless agreed to in writing, Rayner will have no liability for returned Products that are lost or damaged in transit (see instruction below). No exchange shall be given for such Products. Products that are lost or damaged in transit shall be considered removed from Customer’s inventory at the next bi-annual statement of Products performed in accordance with condition 3(g) of the Consignment Stock Agreement, and Customer shall be obligated to pay the applicable purchase price for those Products.

Packaging

To return Products, please **pack the Products in a box**, do not use a padded bag or an envelope as these do not adequately protect the Products and may result in damage in transit.