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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) - 35% of Purchase Price
Materials in Full Uncut Lengths (Expansion Joints, Stair Treads) - 50% 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

Signed Date

