

Force Stock Rotation Policy: Standard Terms and Conditions

1. All stock rotations and return requests are to be completed online at <http://rotations.forcetechnology.com.au>
2. Returns less than 30 days or greater than 90 days are not eligible for rotation or return.
3. Only approved products are eligible for rotation. Approved products are all products except OEM products (for example handset original manufactured accessories). Approved products may change at Force's discretion and without notice.
4. Only products found within the online rotation system are eligible for rotation or return.
5. Products sold on special promotions or on a non-returnable basis will not be eligible for rotation or return.
6. Falsely claiming a product is faulty in order to process a rotation will be rejected and incur a \$20 return freight and handling charge.
7. No stock replacement order is required to process a rotation however a stock rotation allowance limit will apply based on your last 90 days of purchases (for example 5% of your last 90 days purchases).
8. Accounts exceeding their rotation allowance limit will be placed on rotation hold until the 90 day purchase value has increased sufficiently to allow further rotations.
9. The issue of an approval number (RA) or by any other approval is not a guarantee that the stock will be approved for Replacement or credit.
10. Rotated stock will be credited at the current published list price or last purchased price whichever is the lowest.
11. All published prices are subject to change without notice.
12. An additional re-packaging fee of 20% may be deducted if the product is deemed to be in an unsaleable condition e.g. stickered, security stickered and any other markings or damage. Items deemed to be non resale-able will not be credited.
13. All return freight costs are the responsibility of the sender, returns sent freight collect may be rejected and subject to a \$20 return freight handling fee.
14. The issued RA documentation must be included with each consignment; rejected returns may be subject to a \$20 return freight and handling fee.
15. The RA authority number is valid for 14 days from date of issue. Any claims received after this time may be rejected and incur a \$20 return freight and handling charge.
16. Failure to meet any of the above terms and conditions may result in the rotation or return being rejected and a \$20 return freight and handling fee will apply.
17. Any goods returned to Force due to retailer error or back order cancellation without a valid RA number may be rejected and subject to a \$20 return freight and handling fee.
18. Any rotation or return decision is made at the discretion of the Force Service Manager.

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