



**To Our Valued Customers,**

**Subject: Return and Credit Policy**

At Pressure Solutions Ltd, we are committed to providing quality service and maintaining transparent business practices. To ensure clarity regarding returned goods or billing adjustments, we have outlined our **Return and Credit Policy** below.

**1. Eligibility for:**

Return and Credits will only be issued under the following conditions:

- Goods received are incorrect, damaged, or faulty.
- A pricing or billing error has occurred.
- Goods are returned in original condition within **[14 days]** from the date of purchase, accompanied by proof of purchase.
- Prior approval for returns has been obtained from our team.

**2. Non-Eligible Returns:**

- Custom or special-order items.
- Goods that have been used or are not in original condition.
- Returns outside the approved return period.

**3. Processing Returns and Credits:**

- All requests will be reviewed by our accounts or customer service team.
- Once approved, a credit note will be issued and applied to your account.
- Account customers are not eligible for cash refunds.
- All credits / refunds will not be completed until goods are back in warehouse.

**4. Use of Credit Notes:**

- Can be applied to future purchases or outstanding invoices.
- Must be used within **[6 months]** from the date of issue.

If you have any questions regarding this policy or need to request a credit or return, please contact our team at **09 443 2913** or email [sales@pressuresolutions.nz](mailto:sales@pressuresolutions.nz)