



Lion Australia Returns Protocol

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All Product Returns

All product returns must have their corresponding Lion invoice provided with the return request.

All product returns must be unused and in the same condition that you received them. Your item(s) must be undamaged and in their original packaging.

All product returns must be reported to Lion **within** 48 hours of delivery.

Product returns requested or damages reported outside of the 48-hour notification period will **not** be accepted or credited by Lion.

Incorrect Product

The product I received is not what I ordered

If the products you have received are not what you ordered (incorrect product or an incorrect quantity) and the error is due to a Lion order entry error, you can return the incorrect item(s) free of charge. However, these types of errors must be reported to Lion **within** 48 hours of delivery.

Lion will provide you with a full credit for the incorrect item(s) (including freight charges) and facilitate re-ordering where required.

I made a mistake when ordering

If you made a mistake when placing your order, which has resulted in you receiving an unwanted product, you may return the unwanted item(s) to Lion. Any request for a product return will be subject to Lion approval in line with food safety requirements. You must report the error to Lion **within** 48 hours of delivery.

Original delivery freight charges will not be credited to you, however Lion will otherwise provide a credit for the cost of the returned item(s) and facilitate re-ordering where required.

To assist in ensuring you receive the correct products, order confirmations will be issued to you by Lion electronically prior to delivery. The order confirmation should be used by you to check your order is correct prior to and upon receipt. Any discrepancies should be reported promptly to Lion Connect on 13 15 13.

Damaged Product – Minor

Minor damage is damage amounting to less than 1 layer of product.

I accepted the delivery of a product with minor damage

If you received products with minor damage, you must report these to Lion **within** 48 hours of delivery to you.

Customers are asked to dispose of the damaged products on site. Please empty the contents and dispose of all bottles and packaging safely and responsibly. Lion may request photographic evidence of disposal/destruction.

Lion will provide you with a credit (including freight charges) for the damaged item(s) and facilitate re-ordering where required.

Damages reported outside of the 48-hour notification period will **not** be accepted or credited.

If you are unable to safely dispose of goods on site, please promptly contact Lion Connect on 13 15 13.

I rejected product from the carrier with minor damage

Where stock is rejected by you on delivery due to minor damage, or where the carrier identifies minor damage pre-delivery, the carrier will return the damaged stock to Lion for safe disposal.

Lion will provide you with a credit for the damaged item(s) (including freight charges) and facilitate re-ordering where required.

Damaged Product - Major

Major damage is damage to 1 layer or more of product.

I accepted the delivery of a product with major damage

If you received products with major damage, you must report these to Lion **within** 48 hours of delivery.

Lion will provide a credit for the damaged item(s) (including freight charges) and facilitate re-ordering where required. Lion will work with you to arrange collection at a time that is suitable for both parties (acting reasonably).

Damages reported outside of the 48-hour notification period will not be accepted or credited by Lion.

I rejected the delivery of a product with major damage

Where stock is rejected on delivery due to major damage, or where the carrier identifies major damage pre-delivery, the carrier will return the damage stock to Lion for safe disposal.

Lion will provide a credit for the damaged item(s) (including freight charges) and facilitate re-ordering where required.

Product Quality

I accepted the delivery of a product that has expired or is short dated (less than 90 days shelf life for Pack Beer & RTD)

Please inform Lion **within** 48 hours of accepting delivery. Lion will provide a credit for item(s) (including freight charges) and facilitate re-ordering where required.

If at the time of delivery:

- the product had not expired;
- was not short dated; and
- was in saleable condition,

you will not be able to return the goods to Lion or receive a credit.

I accepted the delivery of a product that has a manufacturing fault

If there is an issue with the quality of a supplied product, please make sure it is reported to Lion as soon as it has been identified.

The issue will then be assessed, and where appropriate, Lion may collect the product for testing. Where further testing is not required, Lion will work with you to safely dispose of the product(s).

Lion will provide a credit for the item(s) (including freight charges) and facilitate re-ordering where required.

If Lion withdraws or recalls a product

Lion will work with you to organize the collection or disposal of the stock. Unless otherwise agreed in our contract with you, Lion will provide a credit for the item(s) (including freight charges) and facilitate re-ordering where required.

Surplus to Requirements

I have surplus Lion products after my event

You may return surplus products if:

- you arrange with us in writing prior to your event the right to do so.
- the product is unused, in the same condition that you received it, and in its original packaging.

Please notify us of your return request no later than 48 hours after completion of the event.

I have surplus Lion products that have expired

Lion is not able to accept the return of stock that is surplus to your requirements but has expired.

Futile Deliveries

My delivery was attempted within our agreed delivery promise timeframe but was unable to be delivered to me. Our delivery promise is your agreed upon delivery window on your scheduled delivery days.

If our carriers arrive during our agreed delivery window and your business is closed, no one is available to unload and/or there is no pre-arranged 'Authority to Leave', then your order will be returned to our depot and may be cancelled.

My delivery was attempted outside of our agreed delivery promise timeframe and was unable to be delivered

If we cannot deliver your order due to an unforeseen event, that is no fault of your own, we will return your order to our depot and contact you to re-arrange delivery at another time.