

## RETURNS POLICY

Goods may only be returned under the following circumstances, subject to our terms and conditions:

### Defective Goods

1. Defective goods may be returned within 6 months after purchase of the goods, with proof of purchase. Consol Glass reserves the right to inspect and investigate the alleged defect and, if confirmed, the customer may exchange or replace the item or request a refund (in the same manner in which it was purchased), provided that:
  - Goods were used for their intended purpose.
  - Goods were cared for according to the wash/care instruction label.
  - Wear and tear and negligence are not covered by this clause.

### Damaged Goods

1. Customers are afforded the opportunity to inspect their goods before leaving the premises at which time the responsibility is passed on to the customer and Consol Glass cannot be held liable for any damage to the goods once it has left The Consol Shop premises.

### Bulk Goods [Pallets and Cartons]

1. Due to risks of food safety contamination (physical, chemical and microbiological) returned stock will not be accepted:
  - If customers have not reported the incorrect order within 5 working days.
  - If there is broken glass in the cartons or pallets.
  - The returned stock is not in its original sealed packaging as per Consol specs.
  - If the returned stock is not in a condition to be resold.
  - If the returned stock has been opened or used in any way.
  - No bulk lids may be returned once they have left the premises.

### Other

1. If prior arrangement has been made with management, returned items (not related to defective, damaged or bulk goods) must be unused and must be in their original condition and packaging, accompanied by the original tax invoice, with price tag still attached and must be returned in a resalable condition within 10 business days. (Sale items will be returned at sale price). No returns will be accepted after this period.
2. Consol Solar Jars may not be returned, unless defective and covered by defective goods above.
3. For hygiene reasons, used items cannot be returned, unless defective and covered by defective goods above.