



Terms and Conditions for Returned Goods

1. Product

The goods has to be returned in complete set for the following product:

- a) Pulsar / all Products
- b) Comet EXtreme

2. Return product request form

Customers have to fax the request form for any return goods. There will be no exchange without this form.

3. Delivery time

After receiving the request form, we will arrange a replacement UPS within the next day before 12 noon (Mon-Fri) Onsite delivery will be by courier and is dependant on location.

4. Delivery mode

The delivery will be made by the most simplest transportation by our transport company.

The cost of transportation of defective goods shall be at MGE Expense.

5. Scope of Supply

MGE delivers the exchanged products without the additional accessories such as cables, modules, software etc that you will need for the installation and setup of these products. The request of these additional tools will be charged accordingly.

6. Returned address

The return of defective goods should be sent back to:

MGE UPS Systems Australia Pty Ltd
Unit 18, 46-48 Buffalo Road
Gladesville, NSW 2111

7. Non-returned goods

If the faulty product is not return to us within the 14 days after reception of the exchanged products, MGE will charge the exchanged products at our normal price.

8. Returned goods not reported/announced

The faulty goods must be accompanied by the request form for free exchange & should be sent to MGE within 4 weeks. If the customers have not submitted the form after the grace period, MGE will make an alternative offer to the customers for the exchanged goods. If the customers do not reply within the 3 weeks after receiving the offer, MGE will either recycle or discard the returned goods.

9. Fault Analysis

MGE UPS Systems makes fault analysis on faulty products regularly in order to keep our quality standard high. The customers will not have a copy even if they request for it.

10. Regulation

By returning a product to MGE, the customer agrees with the term and conditions as stated by MGE.