

# *NIELSEN & JOHNSTON PTY. LTD.*

## **TASMANIAN FURNITURE CARRIERS**

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## ***NIELSEN & JOHNSTON DAMAGE IN TRANSIT POLICY***

We regret any inconvenience caused, however, Nielsen & Johnston has a specific policy in regard to goods, which may be damaged or lost in transit.

***Our company policy is to return any damaged item to the manufacturer/supplier at our cost, and forward a replacement or repaired item at our expense also.***

However small or great the repair/replacement cost, we do not pay for repairs. Our aim is to minimise damage at all times and we wish to be advised if you have any sustained or recurring issues with damages. In no circumstances do we accept responsibility for repair costs. We endeavour to ensure safe transit at all times, however, this can never be guaranteed.

In our charges, we do not include any insurance on goods.

When you open an account with Nielsen & Johnston, it is clearly stated we do not accept responsibility for goods damaged/lost in transit. We do undertake to return damaged items to Melbourne for repair at no charge and return same also at no charge. We suggest you refer any claims for damage to your own in transit insurer.

***NIELSEN & JOHNSTON  
CUSTOMER SERVICE AND SALES***