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Customer Service: 1300 72 78 78
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Your ref.: Updated returns policy

Dear Valued Customer,

As of 9/09/2024 Michelin Australia will be updating our returns policy for tyres collected and returned to our warehouses. This fee covers the costs associated with handling, transporting and restocking the tyres.

The fee (ex GST) will be applied per tyre based on the below criteria and deducted from the credit note.

The fee will not apply for tyres incorrectly supplied by Michelin or for returns for examination purposes.

Product Line	Timeframe from Delivery	Tyre Restriction	Return Fee
Passenger			
Michelin passenger	1-30 Business days	No restriction	\$ 25.00
BFG passenger	1-30 Business days	No restriction	\$ 25.00
Truck			
Michelin Truck - All sizes	1-30 Business days	No restriction	\$ 25.00
BFG Truck - All sizes	1-30 Business days	No restriction	\$ 25.00
Earthmover			
Earthmover - All sizes	1-30 Business days	Approval to be given by Regional Sales Manager	RSM managed

No returns will be accepted after 30 days for all product lines.

Updated rates will not be applicable for those customers with contracted return rates.

Regards,

Michelin Australia

Should you require further assistance please do not hesitate to contact Michelin Customer Service on **1300 72 78 78** or for your after-hours convenience continue to use our online service at **michelin-eorder.com.au**