



Michelin Australia Pty Ltd – ABN 84 006 761 628
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Your ref.: Change to returns policy

Dear valued customer,

As of 01/03/2018 Michelin Australia will begin applying a returns fee for tyres collected and returned to our warehouses. This fee covers the costs associated with handling, transporting and restocking of tyres.

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

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

Product line	Timeframe from delivery	Tyre restriction	Returns fee
Passenger			
Michelin and BFG brands up to and including 17" rim	1 - 6 business days	No restriction	\$15.00
	7 - 30 business days	Approval by product line required. (Advise to AM)	\$15.00
Michelin and BFG brands 18"+ rim	1-6 business days	No restriction	Free of charge
	7 - 30 business days	Approval by product line required (Commercial director)	\$15.00
Uniroyal - All sizes *			\$50
Truck			
Michelin Truck - All sizes	1 - 6 business days	No restriction	\$19.00
	7 - 30 business days	Approval by product line required. (Advise to AM)	\$19.00
BFG Truck - All sizes *			\$50
Agriculture			
Agriculture - All sizes	1 - 6 business days	No restriction	Free of charge
Agriculture - up to 24" rim	7 - 30 business days	Approval to be given by Agriculture manager	\$20
Agriculture - 24.5" to 29.5" rim	7 - 30 business days	Approval to be given by Agriculture manager	\$40
Agriculture - 30" + rim	7 - 30 business days	Approval to be given by Agriculture manager	\$80

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

* Uniroyal passenger and BFG Truck – No returns encouraged. However a \$50 fee will be applied in the event a customer requests tyres to be returned.

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**