ORDER AND RETURN POLICY

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BUSINESS DETAILS

Business Field	Details
Entity	Kathgar Trading Pty Ltd trading as Lubrisync
ABN	84 675 813 199
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Contact	info@lubrisync.com.au

PURPOSE

This policy establishes Lubrisync requirements for ordering, changing, cancelling, returning and recovering products across the business. It applies to packaged and bulk oils, greases, coolants, cleaners and other products, including 1 L, 5 L, 20 L, 208 L drums, 1,000 L IBCs, BDU supply and other approved bulk arrangements.

1. SCOPE AND ORDER OF PRECEDENCE

This policy applies to packaged sales, bulk supply and BDU transactions. Where a signed customer agreement, accepted Quote or other written commercial arrangement contains specific terms, those terms apply to that transaction to the extent of any inconsistency with this policy.

The BDU Supply & Placement Agreement governs BDU-specific ownership, ordering, cancellation, collection and remaining-lubricant requirements.

2. PLACING ORDERS

Orders may be placed through an accepted Quote, purchase order, email, phone, approved digital channel or other method accepted by Lubrisync. Routine BDU refill orders must be submitted through FlowVSync unless Lubrisync authorises an alternative process because of system unavailability or another agreed reason.

An order is not binding on Lubrisync until the order or Quote is accepted by Lubrisync. Product availability, quantity, price, delivery method and any special handling requirements may be confirmed before acceptance.

3. PRODUCT IDENTIFICATION AND CUSTOMER RESPONSIBILITY

Customers are responsible for providing sufficient information for the requested product and application. Lubrisync will use supported product information and technical records when providing recommendations, but the customer remains responsible for confirming any mandatory OEM, equipment or site-specific requirement that applies to its use of the product.

Lubrisync will not knowingly substitute a product with a different product without customer approval where the substitution could affect specification, application, compatibility or agreed commercial terms.

4. CHANGES AND CANCELLATIONS BEFORE DISPATCH OR SUPPLY

Customers should contact Lubrisync as soon as possible if an order needs to be changed or cancelled. Lubrisync will make reasonable efforts to accommodate changes before dispatch, filling, transfer, custom labelling, special procurement or other commitment has occurred.

Where Lubrisync has already incurred non-recoverable freight, supplier, packaging, labelling, handling or other direct costs for a customer-specific order, reasonable costs may be charged or deducted from an approved credit where permitted by the applicable agreement and law.

5. CHANGE-OF-MIND RETURNS

Lubrisync may accept an unopened and unused standard stock item for change-of-mind return at its discretion where the product is in original saleable condition, product identity and batch traceability can be verified, and the return can be safely transported and re-entered into controlled stock.

Customers must request approval before returning lubricant, grease, coolant, cleaner or other chemical product. Approval may be subject to inspection and reasonable freight, collection or restocking costs advised by Lubrisync.

6. PRODUCTS GENERALLY NOT ACCEPTED FOR CHANGE-OF-MIND RETURN

- opened, part-used, decanted, dispensed, contaminated, damaged or unsealed product;
- bulk lubricant already transferred into a customer tank, BDU, machine, hydraulic system, engine, gearbox, dispensing container or other equipment;
- product that has been mixed with another lubricant, chemical, water or unauthorised substance;
- special-order, custom-formulated, private-label, custom-labelled or customer-specific product;
- product whose storage history, cleanliness, seal integrity, batch identity or condition cannot reasonably be verified;
- product returned in unsuitable, contaminated or unapproved packaging; and
- empty packaging, drums or IBCs unless Lubrisync has specifically agreed to collect or accept them.

7. INCORRECT, DAMAGED, LEAKING OR SHORT SUPPLY

Customers should inspect goods and bulk deliveries as soon as reasonably practicable. Incorrect product, damaged packaging, leakage, quantity discrepancy or suspected contamination should be reported promptly with the Quote, delivery or invoice details, product name, batch details where available, photographs and a description of the issue.

Where Lubrisync confirms that an incorrect, damaged, leaking, contaminated or short supply is attributable to Lubrisync, Lubrisync will provide an appropriate remedy having regard to the circumstances and any rights that cannot lawfully be excluded. The customer should not use, decant, mix, dispose of or further transfer disputed product unless required for immediate safety or authorised by Lubrisync.

8. BULK AND DISPENSED PRODUCT RETURNS

Bulk lubricant that has been transferred into customer-controlled storage or equipment will not normally be accepted back because product integrity, contamination history and traceability can no longer be assured. Where Lubrisync agrees to recover bulk product, the customer must follow Lubrisync instructions for isolation, sampling, collection and transport. Testing, pumping, containers, freight, disposal and other reasonable direct costs may apply where the issue was not caused by Lubrisync.

9. BDU-SPECIFIC RETURNS AND CANCELLATION

A customer using a Lubrisync-owned BDU may terminate its BDU arrangement in accordance with the signed BDU Supply & Placement Agreement. Lubrisync will arrange collection within the period stated in that agreement. Lubricant already purchased and paid for remains the customer's property, but lubricant left in the BDU when Lubrisync attends to collect the unit is not purchased back, refunded or credited. Lubrisync will not resell lubricant removed from a returned BDU.

Unauthorised product introduced into a BDU, deliberate contamination or customer-caused contamination may result in reasonable testing, cleaning, disposal, replacement lubricant and repair costs as provided in the BDU Supply & Placement Agreement.

10. FAULTY OR NON-CONFORMING PRODUCT

Lubrisync will investigate credible product-quality concerns and non-conforming product reports. Product may be quarantined, sampled or tested and relevant supplier, batch, SDS, TDS, certificate or other controlled records may be reviewed. Nothing in this policy excludes or restricts a right or remedy that cannot lawfully be excluded.

11. RETURN AUTHORISATION AND TRANSPORT

No lubricant or chemical product should be returned to Lubrisync without prior approval. Lubrisync will determine the appropriate return, collection or quarantine method having regard to product identity, package size, condition, transport classification, spill risk and environmental requirements. Customers must not transport leaking or unsafe containers contrary to applicable transport requirements.

12. REFUNDS, CREDITS AND REPLACEMENTS

Where a refund, credit or replacement is approved, Lubrisync will confirm the remedy and any applicable freight, collection, inspection or restocking adjustment. Account credits are applied to the customer account. Refund timing may depend on inspection, product recovery and the original payment method.

13. PACKAGING, IBC AND DRUM RECOVERY

Lubrisync may offer collection, exchange or recovery of selected empty IBCs, drums, containers or other packaging where specifically agreed. No general packaging buy-back, deposit or collection arrangement applies unless stated in the Quote, invoice, customer agreement or another written arrangement. Packaging presented for recovery must be safe to handle and must not contain incompatible, unidentified or unauthorised residue.

14. CONTACT

Contact Field	Details
Email	info@lubrisync.com.au
Address	Unit 10, 22 Global Road, Neerabup WA 6031, Australia
Website	www.lubrisync.com.au

REVISION HISTORY

Revision	Date	Description of Change	Approved By
1.0	01/09/2026	Initial controlled issue.	Keegan Marais