

**NFL P01**

# Nordfab UK Returns Policy

## Faulty and Damaged Product Returns

### **Purpose**

The purpose of this policy document is to outline the process for the return of Faulty, Damaged or unused Product and ensure returns are dealt with fairly, effectively and efficiently.

### **Product Returns Policy**

As a Company, that values the business and support of its customer network, Nordfab UK provides the opportunity to return Faulty, Damaged or unused product. Nordfab UK will accept its responsibility and will give full credit only if:

- a. A fault has occurred due to the manufacture of the product.
- b. The product has been damaged during (Nordfab carrier) transit.
- c. The product is within the warranty period offered by Nordfab.
- d. The product is returned under a pre-arranged agreement with a distributor

Nordfab UK will only provide a returns report for any returned faulty product where the item has originated from our distribution channel. The Returns Process described in Section 3 will be implemented.

This service is provided as an added business benefit to Nordfab UK's customers and is offered subject to the following terms and conditions.

### **1. Faulty Product Return**

Upon finding a fault with a product or service from Nordfab UK then the customer must email the Nordfab UK Sales Department at [sales@nordfab.co.uk](mailto:sales@nordfab.co.uk) to obtain instruction on how to proceed with their claim or complaint

Nordfab UK will issue a returns material form and returns material authorisation number (RMA) there will also be a copy of this policy attached

If any parts are found to be missing, please contact our sales department (+44 1132739400) who will advise on what to do;

A Nordfab UK returns form is completed and sent on the outside of the packaging of the returned item.

Where Nordfab UK accepts the product as faulty a repair, replacement or credit will then be given.

Nordfab do not arrange collection of returned items. However, if a fault is found then all costs will be reimbursed.

Please note that no credit will be given where no fault has been found. In order to cover the costs of investigation and administration a fixed cost of £80 will be charged. We ask that you send a purchase order to cover this cost along with your return request. Notification of non-acceptance will be sent to the customer within 25 working days.

## **2. Damaged Product Return**

### **2.1 Product**

Upon finding a fault with a product or service from Nordfab UK then the customer must email the Nordfab UK Sales Department at [sales@nordfab.co.uk](mailto:sales@nordfab.co.uk) to obtain instruction on how to proceed with their claim or complaint

Nordfab UK will issue a returns material form and returns material authorisation number (RMA) There will also be a copy of this policy attached

A Nordfab UK returns form is completed and sent on the outside of the packaging of the returned item.

Where Nordfab UK accepts the product as faulty a repair, replacement or credit will then be given.

Nordfab do not arrange collection of returned items. However, if a fault is found then all costs will be reimbursed.

Please note that no credit will be given where no damage has been found. In order to cover the costs of investigation and administration a fixed cost of £80 will be charged. We ask that you send a purchase order to cover this cost along with your return request. Notification of non-acceptance will be sent to the customer within 25 working days.

### **2.2 Packaging**

Customer must notify Nordfab UK of any damaged packaging within 24 Hours of receipt, sending photographic evidence of the carton/label and any damage.

Where packaging is damaged the customer should check for damage to all product(s) within. **Please note: You should not sign for a delivery from the courier until you have checked that your delivery does not contain damaged goods.**

If the above is not adhered to then the goods will not be accepted back at any later date under any section of our policy.

### **3: Products Ordered in Error or part of a pre-arranged distributor agreement**

Upon finding a fault with a product or service from Nordfab UK then the customer must email the Nordfab UK Sales Department at [sales@nordfab.co.uk](mailto:sales@nordfab.co.uk) to obtain instruction on how to proceed with their claim or complaint

Nordfab UK will issue a returns material form and returns material authorisation number (RMA) There will also be a copy of this policy attached

Where Nordfab UK accepts the error a replacement or credit will then be given. If a customer wishes to return an item without receiving a replacement then this will only take place if the following criteria from the restocking policy are met;

- The parts are undamaged.
- The original order number is provided
- The parts are in the original packaging and the packaging is undamaged.
- The item is still within the Nordfab warranty period. (12 months from purchase)
- The parts can be resold by Nordfab

If the criteria mentioned above are met then the parts can be returned however, an administration cost will be charged (**normally 25% re-stocking charge**). This charge can vary depending on the age, condition and resale ability. Notification of non-acceptance will be sent to the customer within 5 working days. This administration cost is waived for any pre-arranged agreements with distributors where both parties have agreed to the return of un-used stock.

### **4: Contact Details**

Nordfab UK Sales Department  
Tel Number: +44 1132 739400  
Fax Number: +44 1132 739421  
Email: [sales.uk@nordfab.co.uk](mailto:sales.uk@nordfab.co.uk)

### **6. Shipping**

All pallet returns must not exceed 1 metre high and all products must be within the footprint of the pallet and be secured by either shrink-wrap or suitable fixing methods.

The required returns information (RMA Number) on the returns form must be filled in and must be displayed on the outside of the packaging when returned to Nordfab UK.