



AVK UK

## PRODUCT RETURN POLICY

This policy is applicable to all products supplied to customers correctly against an official Purchase Order. Products that are requested to be returned to AVK for credit or replacement because of a discrepancy, resulting from an AVK processing, or delivery error, please refer to our Discrepancy Complaint Form procedure MP11.2.

### AVK UK categorize the product into three types:

- A** Stocked Product.
- B** Assembled from Stocked Components.
- C** Made To Order.

**A** (Stock) Product may be **returned within one year of purchase date for a 50% refund**, providing the product has been stored correctly to maintain it in an 'as new', resalable condition. Photographic evidence of the product condition will be required prior to any return's agreement. The product, according to our procedures, will be fully retested to ensure its suitability for resale. The cost of the packaging and transportation is the responsibility of the **customer**.

**B & C** Products are made specifically to the customer's orders and can often be specialist or of very infrequent use, therefore, once accepted and production has commenced, orders **cannot be cancelled** and delivered items **cannot be returned**. In occasional circumstances, AVK may be able to assist in finding a suitable alternative market and where this is possible, a refund of a percentage of the purchase price will be agreed based on the commercial value of the product in question at the time of resale and taking into account any work that may be involved in making it ready for sale (e.g. inspection and testing).

The return of any product assumes that the product is compliant with market specifications at the time of return rather than the time of purchase.

If the product requires any refurbishment, the cost of this will be deducted from the above percentage offers. If returned, the cost of the packaging and transportation is the **responsibility of the customer**.

### Process Steps

- 1** Once a customer requests a return, this should be in writing to the relevant Customer Service Team outlining the product type, LNS, order number, date of delivery and quantity to return. A copy of the AVK returns policy must be sent to the customer via email.
- 2** Customer Service Team Member will then determine whether the product is A, B or C classification. The above rules will then apply. The Customer Service Team will then confirm the above restocking charge to the customer if it is a returnable product classification.
- 3** Customer Service Team will then arrange either for the customer to send photographic evidence of the condition of the goods to be returned, or arrange for the Regional Sales Manager to visit, inspect the goods, and determine if the goods are in resalable condition. In both cases the photos should be sent to the Customer Service Manager for recording purposes.

4 Once the restocking charge (above) is agreed, Customer Service will raise a Returns Order and a Collection Note. These are then sent to the customer along with a D11g Health & Safety Clearance Certificate (for the customer to complete). AVK will then arrange collection of the goods and the transport cost is deducted from the 50% credit.

5 If the customer agrees to provide transport, this cannot be arranged until they have a collection note from AVK (to use as their delivery note) and has completed and returned the D11g H&S Certificate.

6 Once the goods are received at the relevant Distribution Centre, (Corby, Staveley, or Kilmarnock) they must be inspected upon arrival by the Warehouse Team. Any photos should be forwarded to the Logistics & Distribution Manager to use as a reference for the inspection.

7 If returned in a saleable condition, goods are booked back into stock and placed in a stores location. Logistics & Distribution Manager then advises Accounts to release payment of Returns Order and Credit Memo.

8 If the goods are not returned in a saleable condition, they will be placed in quarantine until an estimate of the cost to return the goods to a saleable condition is confirmed. Logistics & Distribution Manager advises Customer Service and Customer Service Manager of this, who informs Customer that goods are not acceptable. Logistics & Distribution Manager also advises Accounts not to release credit payment of Returns Order and Credit Memo. Once the estimate of the rework charges is complete, the customer is offered 50% restocking minus the rework cost, minus transport cost, or to collect the goods from our Distribution Centre (locations above).

## **AVK UK Limited**

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