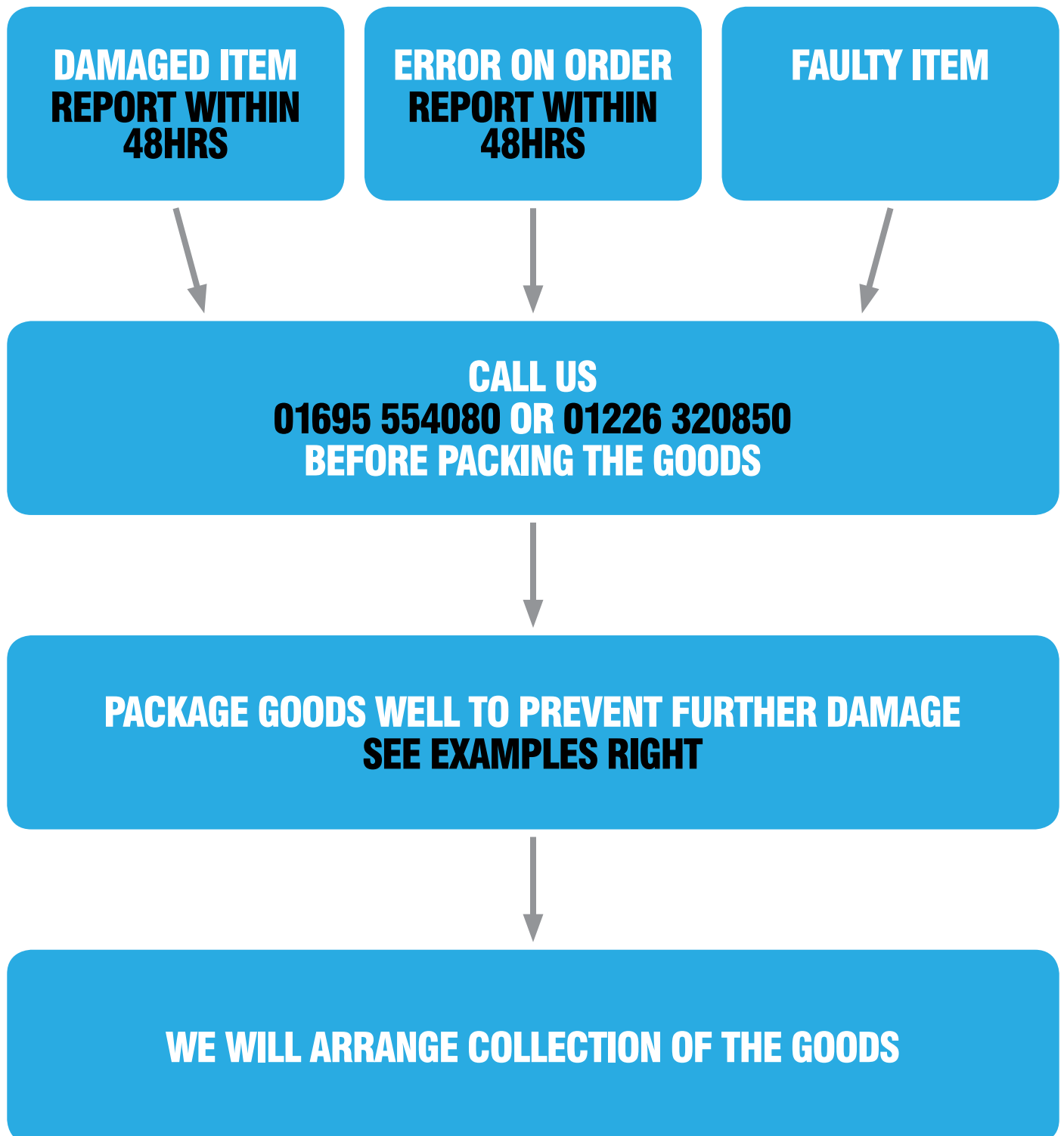


# RETURNS POLICY

## RETURNS PROCESS FLOW



## GENERAL

There are typically three reasons why a product may need to be returned to us.

- 1) Items that have been damaged in transit      2) Items that have been sent in error      3) Items that are faulty

### In all instances please follow these steps.

- Give us a call to tell us what you want to return and why. Do this before you pack the items – we may need a serial number/expiry date from the product
- Items should be returned in their original packaging. If you can't do this, the items must be packed sufficiently to prevent damage in transit
- Goods received in error should not be opened and need to arrive back in a saleable condition. If received back damaged due to insufficient packaging, no credit or replacement will be issued
- All goods should be returned with the complete box contents. Any missing items may be charged for
- In all cases wrap the goods in pallet wrap or similar and stick the courier label to the wrap and NOT directly onto the product
- Fill out and include the returns sheet including the returns number issued during your call
- It is our aim to process your return within 5 working days of receipt into our warehouse. If you return a large volume of items at one time or the item requires extended testing then this may extend the time taken.
- Goods received back without prior advice and without paperwork, will only be held for 2 weeks. No credit or replacement will be given if the sender cannot be identified in this time

## GOODS RECEIVED DAMAGED

- Report within 48 hours of receipt
- Take photos if obvious damage is present (such as dirty or scuffed packaging for example) on receipt or while being unloaded. Sign for the goods as 'damaged' and call us as soon as possible. This is an important step as carriers will not consider claims if the paperwork makes no mention of damage. We will tell you how to send the photo
- When goods are received damaged but not recorded on the carrier paperwork as such, it is typically us that picks up the cost of replacing those goods as the carriers will not accept liability. For this reason, we plan to operate a three-strike policy as detailed below
  - On the first three occasions of damaged goods (where the damage has not been noted) then we will cover the cost of replacements. However, on the fourth occasion we would expect you to cover the cost
  - The cycle would then start over again. It should be noted that this is only if the damage has not been noted on the paperwork. If the paperwork is correctly completed then we shall work direct with the carrier to resolve
- If at the point of delivery there is no obvious damage, sign delivery as 'unchecked'
- If damage becomes apparent later, take photos and call us

## DAMAGED LAMPS

- Check lamps individually for breakages. Report any damages within 48 hours of receipt
- A photo of the breakage must be sent along with the relevant invoice number. No credit for lamp damages will be given outside the 48 hour window

## GOODS RECEIVED IN ERROR

- Claims for errors must be reported within 48 hours of receipt
- Call us to discuss, you may be asked to send photographs. We may need to carry out some checks in our warehouse, but we will aim to complete these as a priority

## GOODS ORDERED IN ERROR

- Items ordered in error, should be reported within 48 hours of receipt
- There is a 10% re-stocking fee for returning goods ordered in error
- If we collect the goods from you, you will be charged for the carriage

## FAULTY ITEMS

- If you receive complaints of a faulty product, it's your responsibility to carry out basic tests to check the fault. Basic faults such as a blown fuse are not covered under warranty
- Call us to advise of the fault. We will collect it for testing, provided it is within warranty
- If we receive a product back with a basic fault, no credit or replacement will be issued, and you will be charged for the collection cost

## LAMPS

- Lamps that are Dead On Arrival must be reported within 60 days of receipt
- We recommend checking all lamps for functionality in the presence of your customer
- A photo of the lamp batch number (see below for an example of this) must be sent to the service desk along with the relevant invoice number
- No credit will be given for DOA's that are not reported within 60 days of receipt



Example batch number on Street Light CFL

## PACKAGING EXAMPLES

### GOOD

**Example 1** – Goods received/ordered in error. Returned in original packaging and packaging covered in brown paper so that the courier label is not stuck to the packaging.

**Example 2** – Item that is believed to be faulty, returned in it's original packaging and with accessories. The package should be wrapped in pallet wrap or similar so that the courier label is not directly on the box. This is in case there turns out be nothing wrong with the item.

### EXAMPLE 1



### EXAMPLE 2



### ACCEPTABLE

Original packaging not available but goods returned in alternative packaging with sufficient packaging around the goods to prevent the goods from moving and provide protection from damage.



## UNACCEPTABLE

Insufficient packaging, goods could be damaged in transit.



Insufficient packaging, goods have been damaged in transit.

## OUTCOMES OF OUR TESTING

- Products confirmed as faulty will be credited, repaired or replaced. This will be dependent on warranty, age, condition, etc
- If no fault is found, it will be returned at your cost; you will also be charged the cost of the original collection
- If it is found to be out of warranty, it will be returned to you at your cost (including cost of original collection) or disposed of. There may be a nominal charge for disposal depending on the goods. In some cases, we can also provide a quote for repair
- If the warranty is void, due to misuse or neglect, it can be returned to you (at your cost, including collection), disposed of (there may be a nominal charge) or in some cases we can provide a quote for repair
- If the product has not been supplied by us it can be returned at your cost, including the cost of the original collection or it can be disposed of (there may be a nominal charge)

## URGENT REPLACEMENT

We can arrange an urgent replacement for a product, while we collect the suspected failure and test it. The replacement will be invoiced. If your item is found to be faulty, a credit will be issued for the replacement.

If your item is not faulty, out of warranty or warranty void then your item will be returned at your cost or disposed of (there may be a nominal fee).

The charge for the replacement will also remain on your account.

It is therefore important (and your responsibility) that you ensure that an item is genuinely faulty prior to requesting an urgent replacement.