



HENSEL

RETURNS & STOCK CLEANSE POLICY



GENERAL INFORMATION

- Goods must not be returned under any circumstances without the purchaser having first applied for and obtained the written consent from Hensel Electric UK Ltd.
- Debit notes must not be raised or deducted before written consent has been obtained from Hensel Electric UK Ltd. If unauthorized debit notes are raised and monies withheld from payment, Hensel Electric UK Ltd reserves the right to withdraw supply of goods until the debit note is withdrawn and monies paid in full.
- Claims cannot be accepted under any circumstances for product that has exceeded the Hensel Electric UK Ltd warranty period of 18 months from date of invoice. Credit notes can only be issued against the ordering branch.
- Delivery of all Returns (Except Faulty Goods) must be paid for by the customer.
- All returns must be accompanied by the Hensel return form.

Hensel Electric UK Ltd reserve the right to alter and amend the stated policies.

Contact details for all return requests are:

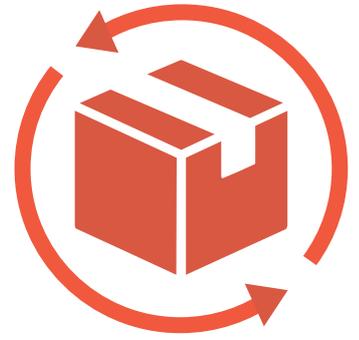
Hensel Electric UK LTD.
Industrial Electrical Power Distribution Systems

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RETURNS POLICY

DAMAGED PRODUCTS

1. Goods received by the customer which show visible signs of damage to the packaging must be refused or accepted with reserve.
2. Goods accepted by the customer without reserve will not be accepted for return by Hensel Electric UK Ltd.
3. Claims must be made in writing and within 3 (three) working days from the date the goods are received, specifying: the Hensel Electric UK Ltd invoice number and the date, customer PO number, the relevant Hensel part number, the number of damaged pieces and the kind of damage found.
4. Replacement goods can be dispatched to the branch or if required to the third-party delivery point (within the UK) at no charge to the customer.

FAULTY PRODUCTS

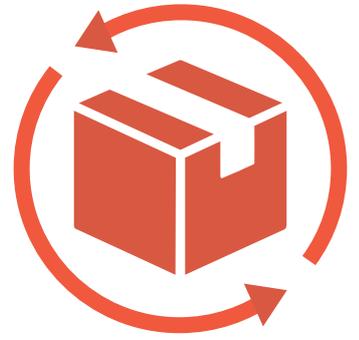
1. Claims must be made in writing, where possible within 6 months from the original invoice date, specifying: the Hensel Electric UK Ltd invoice number and date, the customer PO number, the relevant Hensel part number, the number of faulty pieces, the nature of the fault found.
2. A site survey may be requested to assess fault responsibility prior to any agreement for the return of goods.
3. Hensel Electric UK Ltd reserves the right to return goods and charge the customer a fee of 30 % of the claim value should returned goods not found to be faulty or abnormally damaged.
4. Replacement goods can be dispatched to the branch or if required to the third-party delivery point (within the UK) at no charge to the customer.

INCORRECTLY ORDERED GOODS OR GOODS NOT REQUIRED

1. Claims must be made within 30 days from date of invoice.
2. Goods must be in resalable condition and in original packaging.
3. Any claims for modified or non-catalogue items will not be accepted.
4. Once the return of goods is accepted by Hensel Electric UK Ltd, a 30 % administration fee will be applied, and the customer will be responsible for organizing the return of the goods to the designated logistics Company.
5. Discrepancies in product or quantity from that agreed by the company will delay the return process.

INCORRECTLY SUPPLIED GOODS

1. Claims must be made within 30 days from date of invoice.
2. Goods must be in resalable condition and in original packaging.
3. Hensel Electric UK Ltd will collect without charge, and issue a credit note for incorrectly supplied goods.
4. The correct goods will subsequently be supplied and invoiced.



STOCK CLEANSE POLICY

1. A single stock cleanse, per calendar year, is offered on part numbers up to one year old from invoice date.
2. Goods agreed for return must be in resalable condition and in the current catalogue and price list.
3. Only goods purchased by the claiming branch will be considered for return.
4. Modified or non-catalogue items will not be accepted for return.
5. The total value of the requested stock cleanse must not exceed 5 % of the previous calendar year sales value or £500, whichever is the lesser.
6. Agreed goods for stock cleanse should be compensated with a Purchase Order for alternative Hensel products which is 2 (two) times the stock cleanse value. Alternatively, in the absence of a replacement order, the customer will be charged a 30 % administration/restocking fee.
7. If any additional unauthorised items are added to an already agreed stock cleanse, no credit will be issued for the unauthorised items. If the unauthorised goods are required back by the customer then the collection of these goods is to be arranged by the customer at their own expense, within maximum of 4 (four) weeks of being notified.

STOCK CLEANSE RETURNS PROCEDURE

To ensure compliance all returns must be inspected by the Hensel Area Manager in making sure the goods are in resaleable condition and conform to the terms above.

Once approved by the Area Account manager, a "Return Authorisation Number" (RAN) will be issued.

Return of goods must be organised at the customer expense to Hensel's designated Logistics Company using the RAN.

Once goods are received and inspected by Hensel Electric UK Ltd, a credit note will be issued.

