

## Hypro EU Ltd returns information – Aug 2014

Please also refer to our full **Terms and Conditions**.

Hypro EU Ltd's policy is one of continuous development. We reserve the right to change designs and specifications without prior notice. This means that prices and conditions may also change without notice and part numbers may be superseded or become obsolete.

### Problems with items delivered:

- Please inspect goods immediately on receipt and report any issues in writing.
  - For damaged goods please notify us within 48 hours of receipt so we can address it with the carrier
  - For incorrect deliveries please notify us within 10 days of receipt (see Terms and Conditions, Section 5).
  - If standard goods were supplied according to contract, Hypro EU Ltd may be willing to accept them for return in exceptional circumstances. Requests should be made within 10 days of receipt, return freight must be paid by the customer and a handling charge of 25% of the net price of the returned item will be made

### Good Return Procedure:

- If you need to return goods to us for any reason, it is essential that you contact us beforehand to obtain a RGA (Return Goods Authorisation)
- Returned goods **cannot be accepted** without this reference, it is essential in order for us to deal with returns efficiently and to process credits
- For warranty returns, please comply with Section 8 of our Terms and Conditions and provide the following information on the claim:
  - The RGA reference
  - A full description of the fault
  - Contact details of the person dealing with the claim on behalf of the customer
  - Original transaction reference details (i.e. Invoice details, P.O Number)
  - Details of the date and nature of any routine maintenance carried out
- Hypro reserve the right to reject a warranty claim if the Goods Return Procedure is not followed
- Prior to return of **goods that may have been exposed to hazardous materials** please contact us to receive a Decontamination Certificate. A completed Certificate must be returned with the goods and they cannot be inspected without it. A charge may be levied to deal with contaminated goods that are received
- All component parts that were included with the original delivery should be included in the return. Returns of incomplete parts will be rejected
- Where there is a fault with an item, a factory reworked item may be offered as a replacement. (in this circumstance, the original item will not be returned to customer)