



AVK UK

PRODUCT RETURN POLICY

This policy is applicable to all products supplied to customers correctly to the purchase order. For product which needs to be returned to AVK for credit or replacement as a result of a discrepancy resulting from an AVK processing or delivery errors please refer to our Discrepancy Complaint Form procedure MP11.2.

AVK UK categorise the product into three types:

- A** Stocked product.
- B** Assembled from component stock.
- 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 to maintain it in an 'as new' resalable condition. Photographic evidence of the product condition will be required prior to any returns 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 These products are made specifically to customer's orders and can often be specialist or of very infrequent use, therefore, once accepted and production has commenced, orders can not be cancelled and delivered items can not be returned. In some 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 may 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 Sales Coordinator outlining the product type and 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 Sales Co-ordinator should then determine whether product is A, B or C class and the above rules will apply. Sales office will then advise and agree with customer a re-stocking charge. The Account Manager may do similar according to the above ruling but must be provided in writing to the sales Co-ordinator.

3 Sales Co-ordinator to then arrange either for the customer to send photographic evidence of the condition of the goods to be returned, or arrange for the Key Account Manager to visit, and take pictures 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 If restocking is agreed, Sales Co-ordinator 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 he has a collection note from AVK (to use as his delivery note) and has completed and returned the D11g H&S Certificate.

6 Once goods are received at NDC Corby or Staveley or Glenfield, they must be inspected. Any photos should be forwarded to Sean Brody to use as a reference for the inspection.

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

8 If not returned in saleable condition, goods are placed in quarantine, until an estimate of the cost to return the goods to a saleable condition is produced. Warehouse Manager advises Sales Co-ordinator and Customer Service Manager of this, who informs Customer that goods are not acceptable. Warehouse Manager also advises Accounts not to release credit payment of Returns order and credit memo. Once estimate of rework charges is completed, customer is offered 50% restocking minus the rework cost, or to collect the goods from our NDC.

AVK UK Limited

Northampton office

8 Rushmills, Northampton,
NN4 7YB
Tel: +44 (0) 0604 601188

Chesterfield Office

Colliery Close, Ireland Ind Estate
Chesterfield. S43 3FH
Tel: +44 (0) 1246 479100