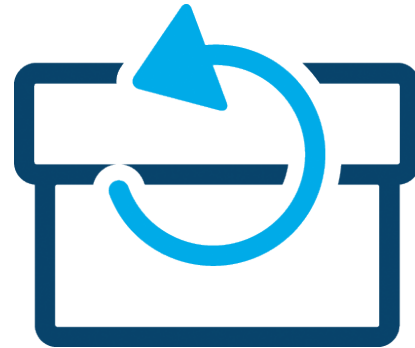


Returns Policy



Effective 1st April 2021



The purpose of this policy is to define for customers of Hager the terms and processes to be followed for returning product to Hager. The aim of the document is to simplify any return and ensure smooth resolution of any issues.

Why do you want to return something?

Returns fall into 3 categories:

CATEGORIES	DEFINITION
1 DELIVERY RELATED	1.1 Damaged Product 1.2 Incorrect Quantity 1.3 Incorrect Product 1.4 Missing Product, Parcel or Pallet 1.5 Unexpected Delivery
2 STOCK CLEANSE	Return of Saleable Stock
3 FAULTY PRODUCT	Product not working as expected



1. Delivery Related

CATEGORY	REASON	PARAMETERS	CUSTOMER PROVIDES	HAGER PROVIDES
1.1 DAMAGE	The product has been received damaged.	<ul style="list-style-type: none">• Within 24 hours of receipt if noticeable damage to packaging.• Within 1 month if product is damaged and no visual damage to product packaging.	Copy of all the delivery documentation	Free of charge replacement
1.2 INCORRECT QUANTITY	The quantity received does not match the delivery paperwork.	Within 24 hours of receipt	Copy of all the delivery documentation	Free of charge delivery of missing quantity or collection (organised and paid for by Hager) in the case of over delivery, and a Credit Note raised if required.
1.3 INCORRECT PRODUCT	The product received does not match the delivery paperwork, or the product received was not on the original order.	Within 48 hours of receipt	Copy of all the delivery documentation	<ul style="list-style-type: none">• Free of charge like-for-like delivery of missing product• Collection (organised and paid for by Hager) of the incorrectly delivered product.



**1.4
MISSING
GOODS**

Expected product (shown on delivery paperwork) is not delivered but all other items are.

Within 24 hours of receipt or invoice

In the case of missing product, copy of delivery documentation

Free of charge like-for-like delivery of missing product.

Your full parcel or pallet is not received within 24 hours of the invoice being received

Within 24 hours of receipt or invoice

In the case of missing parcel or pallet, copy of received invoice

Free of charge like-for-like delivery of missing product.

**1.5
UNEXPECTED
DELIVERY**

Receipt of goods not intended for you.

Within 48 hours of receipt

Copy of all the delivery documentation

Hager will arrange and pay for collection.



2. Stock Cleanse – One Stock Cleanse per Year as Part of your Stockists Agreement

CATEGORY	REASON	PARAMETERS	CUSTOMER PROVIDES	HAGER PROVIDES
RETURN STOCK	To Return current Saleable stock*	Compensating order of twice the return value needs to be placed, the order will not be despatched until the Return has been processed.	Detailed Information and Total Value of the Returned Product(s) <u>Please Note:</u> If the value exceeds £5k it must be checked and agreed with your local Hager Sales Engineer, prior to you arranging the Product return. Arrange for the Product to be Returned to Hager	<ul style="list-style-type: none">• All the necessary Returns Documentation.• Hager will arrange credit separately to your account after the goods have been received and checked

*Please Note:

- Product must be currently on Hager UK website.
- The product must not have been previously installed, the packaging is unmarked, undamaged and ordered by your branch within the last 12 months.
- Tailored solutions (HQ prefix references), Project Order returns and all Housebuilder References are excluded from all Stock Cleanses.
- Further approval may also be required for high value stock cleanses which could delay the process.



3. Faulty Products

CATEGORY	REASON	PARAMETERS	CUSTOMER PROVIDES	HAGER PROVIDES
FAULTY PRODUCTS	When a product does not function in the way it was designed to.	Within Warranty Period	<ul style="list-style-type: none">• Details of the Faulty Product• Arrange for the Product to be Returned to Hager• Completion of the appropriate Hager Product Test Form if required	<ul style="list-style-type: none">• The Return Documentation• Once returned and validated we will provide FOC like-for-like replacement Product• Provide a test report/certificate if requested by the Installer

Please Note

- The Customer must NOT raise a Debit Note against a Faulty Return - Hager will issue the FOC like for like product,
- Hager reserves the right to reject a claim within 28 days if no fault is found. The faulty product will then be returned to you and £50 will be charged to cover all Inspection and Testing
- Any compensation claim will be covered under the Hager Compensation Policy for further Terms & Conditions details of which can be found on the Hager Website.
- A Hager representative will contact you within 5 working days to review your request for a Test Report to be supplied.



General Terms and Conditions

Hager will provide:

- a. Provide all required Hager documentation to ensure an effective and efficient transaction is carried out
- b. Ensure where necessary the availability of Hager Sales Representative to support the Returns Process
- c. Process all due Credit Notes in a timely manner
- d. Not be responsible for the fitting of any replacement products or spare parts

Our Customer will provide:

- a. All the correct and necessary documentation to ensure an effective and efficient transaction is carried out.
- b. Arrange carriage for all product returns where required to do so within the policy. The product should be returned to the address mentioned in the delivery requirements section of this policy.
- c. Minimum Returns Value is £25 unless otherwise agreed with Hager.
- d. Provide a single point of contact regarding any returns. We will not communicate directly with your customers.



Returns Requirements

For any product returned to Hager, please ensure that the following Guidelines are followed to enable swift processing of your claim.

DETAIL

ADDRESS FOR ALL RETURNS	Hager Ltd Returns Department – Unit 2 Hortonwood 50 Telford Shropshire TF1 7FT
PRODUCTS	<ul style="list-style-type: none">• Product to be provided in original Hager packaging• Returns of different types should be separated
PALLET PACKAGING	<ul style="list-style-type: none">• Product that is palletised should be palletised either on its original panel board packaging or on a standard Europallet (80cm x 120cm EPAL standard)• Product on Europallets should be wrapped with sufficient wrap to keep the product steady during transit and covered with a sheet of plastic to ensure protection from the elements during transit• The Returns Voucher should be attached to the outside of the pallet in a sealed document wallet• Pallets should not exceed 1.8m in height• Pallets should be stacked in a safe manner to ensure safe transit for both the operators and the product stored within
PARCEL PACKAGING	<ul style="list-style-type: none">• Parcel packages should not exceed 25kg in weight• All documentation should be on the outside of the box in a sealed document wallet and inside the package, but on top of all product to ensure easy access• Product should be packaged with sufficient void fill to ensure no damage to product in transit
DOCUMENTATION	<ul style="list-style-type: none">• All returns should contain a copy of the official Returns Documentation issued by Hager.