

Title: Returns Policy

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1. DEFINITIONS

In this Returns Policy the following words have the following meanings:

"Buyer" the person(s), firm or company from whom an order to supply Products is received by the Company;

"Company" Flex-seal Couplings Limited whose registered address is Endeavour Works, Newlands Way, Valley Park Wombwell, Barnsley, South Yorkshire, S73 0UW;

"Products" any goods agreed in the Contract to be supplied to the Buyer by the Company

2. DEFECTIVE PRODUCTS

Any products which are defective or damaged will be replaced at no charge to the Buyer in accordance with condition 15 of the Company's Terms & Conditions of Sale.

3. RETURN OF PRODUCTS

The Company must be notified in writing of any returns within 14 days of receipt.

Collection and transportation of the Products will be the sole responsibility of the Buyer and any shipping or handling charges incurred are non-refundable.

Any goods returned to the Company must be boxed, sealed and in a resalable condition and maybe rejected if the product has been damaged during shipment or at any other point after the original delivery has taken place.

Labour may be charged to the Buyer at a set rate if it is found that upon inspection repackaging is required in order to make fit for resale.

Where the responsibility for the return is determined to be with the Company, *e.g. product did not meet specifications, wrong goods shipped*, replacement product or credit shall be issued at the discretion of the Company.

Returns received must state a valid Flexseal order number and be referenced on all paperwork/correspondence.

4. HEALTH & SAFETY

Majority of the Company products are used on construction sites, sewers, waterways, highways etc and therefore it is highly likely products may have come into contact with infected urine, contaminated water and animal excrement.

Contaminated products put Company employees at risk of being infected with Weil's disease, a severe form of bacterial infection carried by animals, especially rats.

Under these circumstances The Company reserves the right to not accept returns from construction sites, waterways, highways etc. This does not affect your statutory rights and a credit will be issued in accordance with section 3.

Approved by: **Janice Williams**

Position: **QHSE Manager**

Date: **20th November 2019**

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RESTOCKING FEE

Any goods ordered in error by the Buyer will be subject to a following restocking fees:

Core Products: 25% Restocking fee applies

Non-Core Products: 75% Restocking fee applies

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Revision History

Issue	Changes	Author	Date
1.0	First official document	JW / KB	20.11.19
2.0			
3.0			