

Returns of Goods Procedure (May 2023).

Attached is a copy of our 'Return Goods form', we ask you to complete and supply when intending to arrange the return of damaged or unwanted goods, this will assist our Warehouse staff process any 'Returns' more efficiently.

The process is as follows:

Authorisation of any return to be given by HTG Trading Ltd prior to arrangements being made.

Damaged Goods (A):

- 'Hubbard Systems' must be notified of any damage of delivered goods within 24 hours of delivery
- Any damaged goods must be returned in their original packing wherever possible
- Replacement goods will be offered, or a credit given where due.

Incorrectly ordered goods no longer required/wanted (B):

- Goods ordered in error or returned as 'no longer required or wanted', will be subject to a re-stocking charge of **25%** of the invoice value (Terms & Conditions of sale are shown on the reverse of our despatch note issued)
- The client is to arrange shipment back of goods to HTG Trading Ltd & bear the cost.
- If 'HTG Trading Ltd' is asked to arrange carriage of unwanted goods, the cost incurred will be charged back the purchaser of the goods or processed as part of any credit raised & issued.
- NOTE – Specially ordered or one-off items that are no longer required/wanted, will **NOT** be accepted back for Credit

Duplicated Orders & Picking Errors (C):

- Any mistakenly supplied or duplicated orders or even goods supplied resulting from a picking error, will be collected by HTG Trading and a credit note issued upon receipt back into our warehouse.

Warranty Replacement Goods (D):

- Claims for faulty goods are to be made by completing the Warranty Claim form – All sections to be completed, note that unless the form is returned to 'HTG Trading Ltd' we will be unable to credit for replacement parts used on in warranty equipment.

Completed 'Returns' or 'Warranty Claim' forms to be sent back for processing by email to warranty@htgtrading.co.uk Or post to 'Unit 106 Claydon Business Park, Great Blakenham. Ipswich, IP6 ONL'

We thank you for your help, should you require any further information on the above, please contact us

Return of Goods Form.

Date :		Sales Order:	
<u>Customer Address:</u>		<u>Collection Address:</u>	
Contact Name:		Contact Name:	
Telephone Number:		Telephone Number:	
Fax Number:		Fax Number:	
Mobile Number:		Mobile Number:	

Part Number of Item:	Reason for Return (Line per item): (ie – Code 'A' – Damaged Parts etc)	Quantity:
EXAMPLE PART 620430-00	A	1

- Are you requiring: (Please tick as appropriate?)

Credit Required (25% charge may apply for unwanted goods)

Please advise our Invoice Number the goods were originally supplied:

Replacement Goods:

Signed by (acceptance of 'HTG Trading Ltd' returns process):	Date: