

Faulty and Damaged Product Returns

Purpose

The purpose of this policy document is to outline the process for the return of faulty or damaged product and ensure returns are dealt with effectively and efficiently.

Product Returns Policy

As a company that values the business and support of its customer network, Burkert UK Ltd provides the opportunity to return faulty or damaged product and will accept responsibility only if:

- a. A fault has occurred due to the manufacture of the product.
- b. The product has been damaged during (Burkert carrier) transit.
- c. The product is within the warranty period offered by Burkert.

Burkert UK will comply with the Returns Process described below where the item has originated from our supply route.

All eShop transactions are primarily deemed as Business to Business (B2B) e-commerce that encompasses all electronic transactions of goods or services conducted between companies to reflect our standard Terms and Conditions <https://www.burkert.co.uk/en/Terms-and-Conditions/Terms-and-Conditions>

Returns Process

To initiate a return, the customer is required to login or register an account to create a service report on our website <https://www.burkert.co.uk/en> within My Burkert/My Services/Return Shipment section.

If the return is accepted, the system will issue a returns material form (*A decontamination declaration form*) a returns material authorisation number (RMA) and label for shipping the parts back to Burkert.

Where it is not possible to raise the request on the customer portal the customer can email aftersales.uk@burkert.com or phone +44 1285 648742. A copy of the returns material form (*A decontamination declaration form*) and returns material authorisation number (RMA) will be emailed.

The documents must be completed and attached to the outside of the packaging of the returned item. Burkert does not arrange collection of returned items. Anything outside of this is at Burkert UK's discretion.

1. Faulty Product Return

Where Burkert accepts the product as faulty within its warranty period we will offer a repair. In a situation where the part cannot be repaired we will offer a replacement or a credit.

Following investigation: Where no fault is found or the fault is due to the product not being used within specification a minimum fee of £85.00 / €95.00 will be charged. In the event that the product/s need to be returned to our overseas facility, investigation fees may vary.

Burkert bears no responsibility for any damage caused through investigation of claims where assembled parts are worn, faulty or beyond economical repair, reassembly is not always possible.

2. Damaged Product Return

The customer must notify Burkert of any damages within seven days of delivery and provide photographic evidence of the damage.

2.1 Product

In the event that the part needs to be returned to Burkert: The documents must be completed and attached to the outside of the packaging of the returned item. Burkert does not arrange collection of returned items. Anything outside of this is at Burkert UK's discretion.

Where Burkert accepts the product as damaged, a replacement or credit is offered.

2.2 Packaging

Where packaging is damaged the customer should check for damage to all product(s) within and follow instruction in section 2.1.

If the above is not adhered to then the goods will not be accepted back at any later date under any section of our policy.

3. Products Ordered In Error / Goodwill Returns

To return an item to Burkert UK it must meet the following criteria:

- The part is unused and undamaged.
- The part is in the original packaging with manuals.
- The item is still within the Burkert warranty period.

As the majority of Burkert products are made to order, they cannot always be returned. The decision is based on the value, the age, condition and if the product is able to be restocked within our production facilities. If the part is able to be returned, the minimum handling charge will be 20% of the invoiced value and can vary depending on the before mentioned criteria. Notification of non-acceptance of the return will be sent to the customer within 5 working days.

4. Delivery shortages

Any defect in the delivered quantity, quality or condition of the goods must be reported to Burkert by email logistics.uk@burkert.com or telephone +44 1285 64 87 20 within 7 days from the date of delivery or (where the defect was not apparent on initial inspection) within a reasonable time after discovery, and in any event within 6 months of the date of delivery.

The customer will be asked to provide photographic evidence of the product received, including labelling on the packaging and consignment labels.

5. Contact Details

Burkert UK Service Department. Tel Number: +44 1285 64 87 42. Email: aftersales.uk@burkert.com

6. Health and Safety

All pallet returns must not exceed 1 metre high and all products must be within the footprint of the pallet and be secured by either shrink-wrap or suitable fixing methods.

The required health and safety information on the returns form must be filled in and must be displayed on the outside of the packaging when returned to Burkert UK.