



## **G&M RETURNS PROCEDURE AND POLICY - January 2009**

Due to the escalation in carriage and processing costs, the following returns procedure and policy will become effective from the 1<sup>st</sup> January 2009.

### **Procedures for the return of all products.**

If you wish to return product to G&M Radiator, you must follow the procedure below to ensure that your return is dealt with as quickly and as efficiently as possible.

Firstly, contact G&M by either telephone on the Sales line 0141 550 5800 – option 1, by fax on 0141 550 5850 or by e-mail to [returns@gm-radiator.com](mailto:returns@gm-radiator.com) We will require, as a minimum, the following details:

- G&M Part Number
- Date of supply
- Original invoice or sales order number
- Reason for return (Note: If product is damaged in transit this must be advised within 24 hours of receipt)

After checking the details of the products you wish to return, you will be contacted by our Returns Department who will give you an RT number for only the products we agree to accept for return and inspection.

This RT reference must be attached to the product and all supporting documentation. Please put as much information on the returns note as possible.

Please use the supplied forms when returning suspected warranty parts as this will help greatly with our analysis and testing.

***Any additional items returned without an RT reference will be sent back at the customer's expense.***

We will then arrange a carrier to uplift the product(s) at the earliest practical opportunity. Please advise at this point the number of parcels to be collected.

When returning items, please make sure that the product is adequately packaged with the original packaging or additional packaging where possible. Damage sustained due to poor packaging may result in a reduced credit value or in extreme cases credit refused altogether.

You must keep a note of the carrier collection number, date and number of parcels. This is required for proof of return.

Please report to the sales desk at G&M if goods haven't been collected within 5 working days of initial contact.

### **Warranty**

Any decision regarding warranty on product supplied by G&M will be made only after inspection by G&M. Any replacement product sent by G&M will be charged in full pending our inspection.

Please remember that under the terms of our Standard Conditions of Sale, G&M will either repair or replace product that is deemed to be faulty under the terms of our warranty. Our warranty does not cover any subsequent costs in connection with mounting/dismounting –such as wages, loss of profit, driving costs, accommodation etc.

***G&M will not accept responsibility for customers giving free replacements before we have inspected suspected warranty product. Customers giving free replacement do so at their own risk.***

## **No Longer Required Product**

All products returned will be subject to inspection and acceptance for reuse and will incur a handling charge of :

- 15% of invoice value if returned within one week.
- 35% of invoice value if returned between one week & one month
- 50% of invoice value if returned between one month & six months.

All products supplied six months ago or longer will only be accepted for return by special arrangement and if accepted could incur a handling charge of 60% or more.

In addition all carriage costs for NLR product will be charged to the customer

## **Carriage Fees**

Current return collection rates.

1 box	£10.00
2 boxes	£14.50
3 boxes	£19.00

## **Damaged In Transit**

All damaged in transit product must be reported to G&M Sales within 24 hours of receipt. We have a very limited time period in which we can attempt to claim any compensation from carriers

## **Specials (777, 555 numbers) and non stock listed part number**

Where possible the details of specials must now be faxed or emailed to confirm the sizes and dimensions of the product required.

G&M sales staff will always repeat the sizes and dimensions to the customer as part of the order process. Once these have been confirmed the customer is responsible for the specification of the product ordered.

As these products are custom made to order they cannot be returned to stock. It is therefore vitally important that the customer double checks the specification with Sales before ordering. G&M will not accept responsibility for these goods being supplied incorrectly if the product is consistent with the specification ordered by the customer.

A purchase order number will normally be required to confirm the order.

Listed part numbers which we no longer stock but make to order will not be accepted for return or credit. We have a vast catalogue of part numbers but we only stock ones which turn over on a very regular basis. If you are in any doubt about the stock status of a part you wish to purchase, please check at the time of order.

## **Sundries**

Please check with sales catalogues & website to ensure that you are ordering the correct items. Due to the small value of many sundry items and the fact that they carry a nominal mark up it is not viable to process credits for these parts. Please do not send any sundries back for credit as you will be liable for any carrier / postage charge for the return of these items.

## **Collect Customers**

All collect customers must follow these procedures and obtain a RT reference for any goods returned to G&M.