Instructions for quality goods’ return

Each case of quality goods’ return the Buyer must agree (by phone or electronically) with his Lead Manager (Customer service Manager) in Wholesales Department.

1. Quality goods’ return

1.1. Quality goods mean:

- name and quantity corresponds to the data in the return invoice;

- shipped in the completely original packaging (marketable state).

1.2. For the coordination of the quality goods’ return the Buyer must provide the following information:

- name of the returned goods;

- exact quantity,;

- number and date of the shipment invoice.

1.3. Return of goods is accepted only in the presence of return documents (delivery note TORG-12 and invoice).

1.4. Return of goods is accepted only in the completely original packaging and in marketable state.

1.5. Delivery of goods to the warehouse for the return is made by the Buyer.

1.6. Non-refundable:

- customized or discounted goods and “Sale” goods;

- goods shipped more than 2 months ago.