Instructions for defective goods’ return

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

1. Defective goods’ return

1.1. Defective goods mean:

- chipped (including damages from the transport company);

- different tones and / or different parties within the same commodity item (if this information has not been agreed with the Buyer)

- factory defect (low-quality painted, curvature, etc.)

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

- the claim in electronic form or by fax (the claim must specify the requirements and circumstances on which the requirements are based, as well as other information necessary for the settlement of disputes);

- photo of the defect at the time of unloading the goods or photos of the defect on the background of the pallet being dismantled and the number of the packing list from this pallet (if the goods were shipped on a pallet);

- name of the returned goods;

- exact quantity of defective goods;

- number and date of the shipment invoice.

1.3. Term of consideration (response) of the claim for defective goods is up to 5 working days.

If the manufacturer needs to check the defective goods, the period of claim consideration is increased to 30 days.

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

1.5. Non-refundable:

- goods shipped for a refund without approval.;

- goods shipped more than 1 year ago.