

### *Customer Procedure for Returns*

Any customer wishing to return items purchased, for any one of the following reasons should contact the Truvox Sales Office:

* Customer order error
* Sales Office error
* Goods damaged in transit (photographic evidence required)
* Factory fault
* Picking Error
* Service returns
* Loan returns

UK Customers Telephone 023 8070 6600

Email [sales@truvox.com](mailto:sales@truvox.com)

Export Customers Telephone +44 23 8070 6615

Email [export@truvox.com](mailto:export@truvox.com)

All requests to return items must be made to Truvox within 30 days of receipt of the goods, otherwise returns will only be accepted at the company’s discretion.

Any claims for Damage In Transit need to be made within 3 business days: please advise whether you notified the carrier of the damage, and ensure all original packaging is kept.

Photos of the packaging and damaged items must be emailed to [sales@truvox.com](mailto:sales@truvox.com)

Please supply full details of the items you wish to return, including part numbers, machine serial numbers, original invoicing details etc. so please have this information to hand.

We will complete a Returns Form and email or fax this to you: You must include a copy of this form with your goods.

Either the Customer or Truvox can arrange a courier to collect the items for return, however Truvox will only pay for the transportation if the return is due to a fault or Truvox error.

The Customer should retain and re-use the original packing. For heavy, palletised items, the courier company can assist with packaging.

We recommend that the customer takes photos of the equipment both unpacked and packed before returning it, in case of any damage in transit, so that there is proof of the condition of the goods at the time they leave the customer.

On receipt of the returned goods Truvox will inspect the items and issue any applicable credit note within 10 working days. Please note that returns due to a Customer Order Error are subject to a 15% handling fee, and must be returned unused, and it the original packaging. If upon return to Truvox, this is found not to be the case, further charges will be made to reflect time and materials incurred by Truvox to return the machine to a re-saleable condition, and therefore will reduce any credit due.

Please note that in all instances the Customer should follow the above procedure.

We review each request on an individual basis and may decide that there is an alternative course of action e.g. sending replacement parts or an engineer to rectify a fault or damaged item. Any goods returned without following the above procedure may not be accepted.