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WEDECO

## Returned Goods Policy

Dear Customer,

It is always the intent of WEDECO that an order we ship gets to you in good order, fits, and is installed, all without difficulty. However, we are human and occasionally make a mistake, you are human and occasionally order the wrong item, and freight carriers are human and occasionally damage something. In these instances, the following policies apply.

### Non Conformance Report (NCR)

In all cases of complaint, a NCR-number is required and will be assigned by your local WEDECO representative. Please fill out the NCR-form (see overleaf) and send it via fax to your local WEDECO representative. The NCR-Form will be returned to you with assigned NCR-number. Please place this NCR-form with assigned NCR-number on the outside of your return delivery. To fill out the NCR-form correctly please look at the instruction leaflet inside the package of your consignment. A list of WEDECO representatives you can find at [www.wedecoag.com](http://www.wedecoag.com). Items returned without an NCR-number cannot be processed.

### Inspection

It is your responsibility to check each shipment at time of arrival for accuracy, completeness and damage. Any discrepancy should be reported to your local WEDECO representative immediately.

### Wrong Delivery

If we have shipped the wrong item, we will, at our expense, ship you the proper item and pay to return the wrong item, subject to our Standard Terms & Conditions and the following:

1. All returned items must be received in original packaging and in sellable condition.
2. Items must have been bought within the last 30 days from invoice date.

### In case of a transport damage

<b>Apparent damages/losses</b> (packaging torn open, carton smashed...)	State damage/loss on shipping documents immediately when goods are delivered, let it be confirmed by the driver's signature and notify the appropriate person in charge at the carrier's directly in writing. Keep a copy for your files.
<b>Non-apparent damages/losses</b> (packaging unharmed, damages/losses inside packaging...)	Need to be documented, preferably with photos, and to be notified in written form immediately upon discovery to the carrier, at the latest 3 days after delivery.
<b>Ex Works - Shipments</b>	Transport Insurance is covered by the purchaser Compensation claims should be dealt directly with the carrier WEDECO assumes no liability
<b>Free Domicile - Shipments</b>	In case of damage or loss immediately notify WEDECO Transport Insurance is covered by WEDECO Compensation claims should be dealt with WEDECO

### Payment

Replacement shipments, including parts damaged during transport, will be invoiced as an original shipment. Credit for returned goods, for any reason, is subject to our *Contract Terms for Sale*.

### Terms & Conditions of Sale

Our Contract Terms for Sale are to be considered. They can be obtained upon request (Tel.no. +49 5221 930 777, E-Mail: [spares@wedeco.net](mailto:spares@wedeco.net)) or be downloaded from our website [www.wedecoag.com](http://www.wedecoag.com).