

## Returns/Cancellations Statement

All requests to return or cancel must be made in writing to the Inventory Manager of Phoenix Contact UK (herein after referred to as “the Company”). Contact details for Inventory Manager as follows:

**REQUESTS VIA:** [ukorders@phoenixcontact.com](mailto:ukorders@phoenixcontact.com)

FAO: Ms Tracey Hall

Main Tel: 01952 671700

### Returns of Defective goods

All known fault details will need to be provided prior to returning any faulty Goods to the Company and the Customer must contact the Company to obtain a return order number ('RO'). The Customer has **7 days** to return the goods from the date the authorisation has been provided. All Goods are returned at the Customer's risk and expense. The Customer is responsible for returning Goods to the Company and for providing proof of delivery of such return. Goods that are made to order or software are non-returnable unless considered to be damaged or defective due to faulty materials, workmanship, or design.

Goods within the 12-month Warranty will be remedied in accordance the stated limited warranty. A request for articles defective outside of warranty examination can be made; however, a repair offer will be dependent on the examination findings. Examination Fee may apply.

### Limited Warranty Clause – Conditions of sale of Phoenix Contact Limited

The Seller warrants solely to the Buyer that the Goods purchased shall be free from defects in material and workmanship under normal use and service for a period of one year from delivery.

Written notice and an explanation of the circumstances of any claim that the Goods have proved defective shall be given promptly by the Buyer to the Seller.

The Buyer's sole remedy in the event of breach of warranty as set forth herein is expressly limited to (i) the correction of the defect by adjustment, repair, modification, or replacement or (at the Seller's option) (ii) issue of a credit or refund of the purchase price for the defective Goods.

Subject to anything expressly stated in these conditions and to any unavoidable Statutory provision to the contrary the Seller hereby excludes all statements, representations, warranties and conditions and all liability whatsoever in relation to the Goods. Without limiting the foregoing, the Seller will not be liable for any misuse, improper operations, improper installation, improper maintenance, alteration, modification, accident, or unusual degradation of the Goods due to an installation environment contrary to the product specification for the Goods.

The Buyer undertakes to observe all statutory obligations in relation to the Goods and their use and safety and to procure such observance from any purchase of the Goods from the Buyer.

#### Pre-Delivery Cancellations

Made to order items may not be cancelled once they have been produced. Before that time cancellation may be possible and this request would be sent to our Head Office for their consideration.

All other items may be requested to be cancelled, but once in UK warehouse this will be dependent on if the item is a UK stocked item and the cancellation quantity not exceeding the current maximum stock level, and if this occurred a return to Head Office would have to be requested.

Where a request must be sent to Head Office to cancel or return an item their decision is final. Cancellation and return charges may apply.

#### Post-Delivery Returns

Made to order items would have to be requested to be returned to Head Office.

All other items may be requested to be returned and acceptance will be dependent on if the item is a UK stocked item and the returned quantity not exceeding the current maximum stock level and, if this occurred a return to Head Office would have to be requested. Please note the minimum return value is £150.00 per position.

If an item has already been delivered to the Customer, they will store the item until a decision has been made and no items will be returned without prior authorisation and a copy of the relevant Return Order enclosed.

Any Goods 'unwanted' or 'incorrectly ordered' may be accepted at the discretion of the Company but will be subject to a minimum restocking fee. No goods will be accepted that were delivered 12 months prior and goods must be in original unmarked packaging and be unopened. Quantities less than the minimum order quantity (MOQ) will not be accepted. Items must match the current batch level; subsequent batches will not be accepted.

The Customer should return the Goods as directed once a Return Order has been obtained, enclosing a copy of the Return Order document. The Customer has **7 days** to return the goods from the date the authorisation has been provided.

Where a request must be sent to Head Office to cancel or return an item their decision is final. Cancellation and return charges may apply.

## WEEE Scheme

Become environmentally friendly with us!!

Our recycling service will make sure your business stays compliant with the legislation and remains friendly to the environment.

It is the responsibility of the user to dispose of WEEE in an environmentally friendly way. This can be done at a civil amenity site, an approved treatment facility or through a relevant compliance scheme. Items that have the Wheelie Bin marker with a bar can be returned to us for free recycling. Please contact us to gain returns order for the item(s) you wish to return.

If the item does not have the wheelie bin marker with bar please do not include. Not suitable for hazardous waste.

## WEEE Scheme

### RECYCLE YOUR OLD ELECTRICALS HERE!

If you are buying a new electrical item, we will recycle your old one for **FREE**.

#### Why Recycle?

Unwanted electrical equipment is the UK's fastest growing type of waste.

Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and human health.

#### We can help...

We are pleased to offer our customers the chance to recycle their old electrical items when purchasing a new item from us. Please speak to a member of staff for details on how to dispose of your Waste Electrical or Electronic Equipment (WEEE).

#### Crossed out wheeled-bin symbol

To remind you that old electrical equipment can be recycled, it is now marked with a crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with the crossed out wheeled bin symbol) in your bin.



### The Waste Electrical and Electronic Equipment Regulations 2013

The Waste Electrical and Electronic Equipment (WEEE) Directive requires UK distributors to maximise separate collection and environmentally friendly processing of WEEE. UK distributors (including retailers) are required to provide a system which allows all customers buying new electrical equipment the opportunity to recycle their old items free of charge. As a responsible retailer, we have met these requirements by offering all customers buying new electrical and electronic equipment free take back of their old electricals on a like for like basis.

