

## Goods return policy

**STERLING Separation Ltd** makes every effort to supply goods that are fit for their intended purpose and free from manufacturing or design defects. However, from time to time we understand that, for whatever reason, you may want to return a product to us – and may anticipate receiving a full or partial refund/credit in respect of that return.

This policy is a framework to help define the outcomes of such instances to the satisfaction of both parties.

### Returns procedure.

Please contact our sales office to pre-arrange a return. By email you will be given a GRN (Goods Return Number) and a return label to attach to the goods. We reserve the right to quarantine or even destroy goods arriving without a GRN, as we cannot be sure that they are saleable.

Upon receipt at Cannock, the goods will be inspected and we will contact you with our comments.

### Reasons for return, and actions

#### **1) Goods incorrectly ordered –**

Goods returned at your own cost, in original packing, unused and re-saleable will be fully credited without a re-stocking charge. If we have to re-pack or otherwise re-work the goods, the credit will be reduced to reflect our costs. The minimum re-packing charge where applied, is 15% of product price.

#### **2) Goods incorrectly supplied –**

In the event that we have supplied incorrectly against a clear written order, we will uplift the goods and re-supply. We will not re-charge delivery cost for the replacement.

#### **3) Goods deemed to be faulty prior to installation**

STERLING will uplift and replace. All goods will be checked upon receipt, and if found ‘not faulty’ you will be liable for the uplift charge and any re-stocking charge as described in 1)

#### **4) Goods showing faults after installation and while under warranty**

STERLING will uplift and replace. All goods will be checked upon receipt, and if found ‘not faulty’ you will be liable for the uplift charge and any re-stocking charge as described in 1)

Faults that can be repaired to achieve ‘as new’ performance will be repaired and the goods returned to customer. If repair is not feasible or would take too long, goods may be replaced at our discretion and by negotiation.

### Notes

In the event of a dispute, STERLING Separation Ltd will always strive to work with our customers to achieve an acceptable outcome for both parties. In the event of a dispute please contact Dennis Winder - [dennis@sterlingsep.com](mailto:dennis@sterlingsep.com)