

Aliaxis UK Customer returns policy

Occasionally we understand customers would like to return items, our customer returns policy is outlined below should you wish to do so.

To initiate a return please email our aftercare team Aftercare@Aliaxis.com with the details of your original order alongside your return request and the team will contact you.

Aliaxis error

Where Aliaxis have delivered incorrect goods or quantities, we will collect (and replace as appropriate) at no additional cost to the customer as long as the error is reported to the Aftercare Team within 5 working days of delivery.

Customer error or customer request to return

Aliaxis will not as a matter of course accept any request for uplift and/or credit for materials for the following:

- Incorrect goods or quantities delivered but customer reported it after 5 working days.
- Goods for end user or project are no longer required.
- Ordered incorrect items.
- Over ordered.
- Cancelled orders – once the items have been picked.
- White extruded products
- Exported items
- Refused deliveries – if Customer Services have not been notified before the delivery leaves our depot.

A restocking fee of 25% will be applicable to agreed returns due to customer errors/ requests other than Aliaxis errors.

Authorisation levels for all collections and credits raised (if the returned items are in a clean, undamaged re-saleable condition) will be as follows:

Sales manager - up to £500, (Area Sales) Excluding white extrusion and made to order products.

RSD/UDM - up to £1,000, (National account Manager, Regional, Utility)

(continued)

Customer returns policy



Director - £1,000 and upwards.

The Directors approval must be gained before agreeing to the raising of a collection note relating to the following reasons.

- Slow moving stock
- Customer decides to discontinue a product or range

Alternative solution – Strategic commercial support

Where there is a strong commercial argument for supporting a customer to dispose of unwanted stock, 25% of the value of the stock can be made available by way of credit note to support the cost of:

- Selling the stock through at a discounted price
- Transferring the stock to another branch
- Disposing of the stock

Any support of this nature must be agreed by the Sales Director before confirming the arrangement to the customer. Every effort should be made to avoid having stock returned to Lenham, Huntingdon or Uddingston.

Stock Cleanse

Approval

Must be approved by the Sales Director before agreeing with the customer. The method of payment for the removal must also be pre-agreed.

Options:

- Full credit, via credit note
- Free of charge stock instead of credit
- Partial cleanse and credit

Please note, the value of the stock to be removed must be less of all rebates.

The destination of the removal of the stock must be pre-agreed.

(Continued)

Requirements for acceptance of a return

All goods returned must be in a re-saleable condition

Any items that require cleaning, reworking or repackaging are not classed as re-saleable. All goods must be in a re-saleable condition and where possible in the original packaging subject to final sign off by our Quality Management.

Products must be clearly labelled

All items returned must be packaged in such a way that they are easily identifiable. All boxes, sacks, pallets and extrusion frames must be identified.

All returned items must have paperwork attached

All boxes, sacks, pallets or frames that make up a collection should have an Aliaxis collection note attached. No other paperwork will be accepted. Only items listed on the collection note will be credited.

Please where possible, supply details of our order/invoice number so that goods can be processed at the correct prices.

Scrappage parameters

If an item has been returned in an unsaleable condition the product will be offered back to the customer at their cost, the goods will be held for a maximum of 10 days before scrapping.