



TOOLS FOR LIFE

formerly TORQUELEADER

Returns Policy for Non-Required Items

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Date: 02/16

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GTL-PO401

RETURN GUIDELINES

To ensure that the guidelines are clear to all parties, please find the following:-

1. Permission from Gedore Torque must be sought in advance of goods being returned and any charges agreed. Details of the items to be returned - Models and Serial Numbers, must be supplied before a decision can be made. Items returned without permission from Gedore Torque may be returned, unexamined at the Customer's or Distributor's cost.
2. Only totally unused items can be returned, (That is, not tools used for demonstrations or trials). Unless a sale or return agreement has been made in writing.
3. The items must be Gedore branded, in perfect condition, in original packaging and suitable for resale. It is not possible to accept OEM branded tools
4. Only items supplied by and invoiced by Gedore Torque Ltd may be returned.
5. The items must be of current design.
6. Items must have been supplied in the last 12 months.
7. Items are to be returned carriage paid to Gedore Torque

SLOW MOVING STOCK ITEMS

A request to return goods must be made within 12 months from the date of purchase. Items will be replaced with faster moving stock no (credit given).

ITEMS ORDERED IN ERROR

A request to return goods must be made within 28 days from the date of purchase. The correct part may be re-ordered and any price differences credited.

WARRANTY RETURNS

Gedore Torque manufactured equipment is supplied with a 24 month warranty. The warranty period begins from the date of customer purchase. Any subsequent claims must be supported with a customer's proof of purchase and details of the fault concerned. Following tool inspection, feedback will be given which will include a report detailing our findings and any rectification work required. Should a repair not be possible a replacement will be offered.

Issue	Date	Changes / Comments	Author	Approved
1	01/03/2016	First Issue	Lesley Gillies	B Little

GEDORE TORQUE LTD

Registered in England No. 333313. Reg. Office as above. VAT Reg. No. GB 211 6880 79
Bankers: Lloyds TSB Bank Plc, Guildford GU1 3AG.

Sort Code: 30-93-74

GB£ Sterling: A/c No: 03784928

Euro Bank: A/c No: 86159188

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CREDIT ALLOWED

The amount of any potential credit allowance may not be deducted from any balance owed by the Customer or Distributor, without the written permission of Gedore Torque Ltd or the issuing of a Credit Note.

On receipt at Gedore, the items will be examined by the Gedore Service Centre and an allowable credit confirmed if applicable.

After 28 days, the credit allowed is the original purchase price less a re-stocking and re-calibration charge of **15% of the current list price**. No charge will be made for goods returned unused within 28 days.

In the case of products not manufactured by Gedore Torque Ltd, these have to be returned to the original manufacturer for re-certification at extra cost. The cost of recertification must be agreed before the product is returned.

SUMMARY

The Gedore Torque Returns Policy is provided for all our Customers and Distributors to ensure their total satisfaction with our products and service.

It is hoped that there is never a need to return products to us (apart from routine re-calibrations and repair), but if the occasion does arise, we aim to achieve mutual satisfaction for both parties.

Gedore Torque Ltd reserve the right to change this policy without notice. These guidelines do not affect any rights under consumer protection legislation.

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