

# Company Returns Policy - Spare Parts



**BOSCH**

Invented for life

## **1. General**

As a company, our aim is to provide a transparent, accurate and well-documented returns procedure.

This booklet is to help you, our customer, to understand clearly the Bosch Thermotechnology Ltd (Bosch) Returns Policy.

Should you have any queries on any of the following procedures please do not hesitate to contact the Returns Administrators on the contact numbers at the back of the booklet.

### **The Procedure for Returning Parts**

- We request that all returns obtain a Returns Delivery Note Number (RDN) before shipping the goods back to Bosch. You cannot return any items back without informing the Returns department.
- Therefore we require a returns note from you emailed to Bosch, stating the reason for returning the goods and quoting any Bosch references, ie. our despatch number, order number or invoice number.
- If this procedure is not followed and you send the goods back to us without notifying us first, then we will be unable to issue a credit against the materials returned.
- Once we have received the request, we will raise a Returns Delivery Note which will be emailed back to you. It is important that the Returns Delivery Note is attached to the part you are going to return.
- The item should then be packed for return and either sent back to us by post or by carrier.
- Once all of the above has been followed and we receive the part with all of the correct paperwork, credit will be issued pending inspection.

**PLEASE NOTE BOSCH WILL NOT ACCEPT ANY UNAUTHORISED RETURNS. ALL PAPERWORK IS TO STATE CLEARLY THE BOSCH 8 DIGIT RETURNS DELIVERY NOTE NUMBER.**

**THE PRODUCT WILL ONLY BE CREDITED TO THE BRANCH FROM WHERE IT WAS ORIGINALLY ORDERED**

## **2. Collections**

BOSCH Spares Returns' Department does not operate a returns collection service.

## **3. Credit**

### **3.1 Items posted, sent by carrier or Customers' own transport**

Authorised returns will only be accepted when accompanied with the Returns Delivery Note number. Unauthorised returns will not receive credit.

### **3.2 Items received damaged on Bosch transport**

A full credit will only be given if we are notified within 3 working days from date of receipt.

### **3.3 Errors with Bosch deliveries**

If Bosch make an error with a delivery, a full credit will only be given if we are notified within 3 working days from date of receipt. Failure to do so within this time period will result in a loss of credit. If you are incorrectly advised by Bosch and quoted an incorrect part number you must have the department and name of the associate that supplied you this information.

### **3.4 Order Cancellations**

Cancellations of orders can only be accepted in writing and would need to be emailed on the same day the order was received and before 17:00 hrs. Any cancellations that fall outside of the time scale would be subject to a restocking charge.

Refusal of a delivery will incur a re-handling charge.

### **3.5 Short Deliveries**

Pending investigation a full credit will only be given if we are notified within 3 working days from date of receipt. Failure to do so within this time period will result in a loss of credit.

### **3.6 Returning Surplus Stock to Bosch**

Where an item is returned to Bosch credit is at the discretion of Bosch and shall only be provided if the following conditions are met:

- The item is in its original packaging and is in a resaleable condition.
- The item is undamaged
- The item is under warranty

In the event the returned item is accepted and meets the above conditions a standard stock re-handling fee equal to 40% of the purchase price for each item will be deducted from the credit. Where the returned item does not meet the above conditions, it will not be accepted as a valid return and Bosch will offer the Customer a scrappage fee.

### **3.7 Discontinued Stock**

Bosch will not accept any obsolete parts for return.

For further information please contact our Returns Department on the contact numbers at the back of this booklet.

# Useful Numbers

## Returns

Tel: 0330 123 9669

[salesspares.returns@uk.bosch.com](mailto:salesspares.returns@uk.bosch.com)

## Spares

Tel: 0330 123 9779

[spares.mailbox@uk.bosch.com](mailto:spares.mailbox@uk.bosch.com)

## Sales

Tel: 0330 123 9669

[sales.bosch@uk.bosch.com](mailto:sales.bosch@uk.bosch.com)

## Service

Tel: 0330 123 9339

[service.mailbox@uk.bosch.com](mailto:service.mailbox@uk.bosch.com)

## Technical

Tel: 0330 123 3366

[technical-advice@uk.bosch.com](mailto:technical-advice@uk.bosch.com)



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