

Company Returns Policy 2025



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1. General

As a company our aim is to provide a clear and transparent returns procedure. This returns policy describes the product returns procedure of Bosch Thermotechnology Ltd ('Bosch', 'we', 'us', 'our'), including issues concerning methods of collection and credit.

This returns policy only applies to customers who have a direct sales contract with Bosch (hereinafter referred to as 'Merchant') and therefore this returns policy does not apply to any end customers, end users or intermediary merchants.

Merchants must inform Bosch's Returns Department if they wish to return any Bosch heating and electrification products, accessories or spare parts. Only products on our current price list and delivered from Bosch to the merchant may be returned.

The merchant's return request must be emailed to: salesspares.returns@uk.bosch.com where the request will be processed by Bosch's Returns Department within 3 working days. A returns delivery note will be generated, then emailed to the merchant and will contain an eight-digit Bosch returns delivery note authorisation number prefixed with the digit '6'. The returns delivery note should be attached to the return shipment and the returns delivery note number should be written on each of the products to be returned and quoted on all future correspondence. Returns that do not follow this process will be rejected.

If applicable, collection by Bosch (or its nominated logistics partner) for products and accessories will take place within 10 working days of the return delivery note being issued.

Returns of spare parts must be sent to us by either post or carrier at the merchant's sole cost. Credit will be issued by Bosch for returned products subject to satisfaction of the requirements set out in this Returns Policy and inspection by Bosch on arrival.

Provided collection does not need to be rescheduled, we aim to ensure the entire procedure from receipt of a merchant's return request to credit being issued, will take no longer than 28 working days.

Please note that:

- Bosch will not accept any unauthorised returns; and
- All paperwork must clearly state the Bosch eight digit returns delivery note number; and
- Returned products will only be credited to the location from where it was originally ordered.

If this procedure is not followed and products are returned to us without prior notification or a Bosch eight digit returns delivery note number, we will be unable to issue credit for the products returned.

2. Method of collection or return

2.1 Bosch transport – product & accessory

Products will be collected by Bosch within ten working days of a returns note being raised and will only be collected from the merchant/warehouse they were originally ordered from.

Please ensure all products are boxed and palletised appropriately, and safely, in good time prior to scheduled collection to support a safe transportation and movement of product.

The driver will be carrying two copies of the returns delivery note, one of which must be signed by the merchant and given to the driver. The other copy will be signed by the driver and given to the merchant for reference. If a product is unavailable for collection when our transport team attempt collection, you will be notified, and a further collection will be rescheduled within ten working days. If the second

attempt is also unsuccessful, the return will be cancelled by Bosch and no further collection attempts will be made. You will be notified of this by email.

Bosch drivers will not collect unauthorised returns. On arrival at the merchant's premises, if the driver does not have the returns delivery note for an outstanding scheduled return, please contact: salesspares.returns@uk.bosch.com.

2.2 Products posted – spares

Returns of spare parts must be sent to Bosch either by post or carrier at the merchant's sole cost, accompanied with the Bosch returns delivery note.

Please ensure all spare products are boxed and wrapped appropriately to support transportation of product.

Any unauthorised returns received back at Bosch will not be eligible for credit.

3. Credit

Products that are returned to Bosch are inspected upon arrival. Credit is issued in relation to the condition in which the products are received back at Bosch.

Returns will be inspected on receipt and must be like new, in A1 resaleable condition and must not be damaged or defaced. Credit value will only be confirmed on satisfactory completion of inspection by Worcester Bosch (credit may be reduced on a proportionate and reasonable basis, in our sole and absolute discretion, if the returned products are damaged or show signs of use or wear and tear. The age of the product will also be considered).

3.1 Products delivered damaged on Bosch transport

For any products that are delivered on Bosch

transport and received damaged, a copy of the despatch note and applicable evidence (photos and courier information) must be emailed to salesspares.returns@uk.bosch.com within 3 working days from date of delivery.

Once the information provided for the claim has been verified, appropriate credit will be issued accordingly.

3.2 Delivery Discrepancies

For any products that are short delivered, a copy of the despatch note should be forwarded to salesspares.returns@uk.bosch.com within 3 working days of the delivery date. Once the information provided for the claim is verified, credit will be issued accordingly. Failure to notify us in writing within this time will result in a claim rejection.

For any products that are over delivered, should the merchant wish to return the products, Bosch will raise a return once notification of the over delivery has been received at salesspares.returns@uk.bosch.com (credit only provided should the merchant have been invoiced for product). Should the merchant wish to keep the products, the merchant will be invoiced the value of the products accordingly.

3.3 Order cancellations – product & accessory

If written notice of cancellation is received by Bosch prior to despatch full order credit will be issued. If notice of cancellation is received after the products have been despatched a 30% or £300 restocking charge (whichever is lower) per item will apply and section 3.7 below will apply.

3.4 Order cancellations – spare parts

Cancellation of spare part orders can only be accepted in writing and email notification must be received by Bosch on the same day the order is received. Any cancellations that fall outside of this timescale are subject to a 30% or £300 restocking charge (whichever is lower) per item.

3.5 Refusal of deliveries – product & accessory

Full credit will be given when deliveries are refused by the merchant due to a pre-arranged delivery slot not being adhered to. However, if our despatch department have had a confirmation of a booking in slot and the delivery is refused a 30% or £300 restocking charge (whichever is lower) per item will be applied.

3.6 Refusal of deliveries – spare parts

Refusal of a delivery will incur a 30% or £300 restocking charge (whichever is lower) per item.

3.7 Returning unwanted stock to Bosch

A standard restocking charge of 30% or £300 (whichever is lower) per item will be deducted from credit, subject to the item being a current product, purchased within the last 6 months and free from any damage.

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

- The product is in its original packaging and is in A1 resaleable condition
- The product is undamaged
- The product is under warranty
- Photographs of each surface have been provided before sending products back displaying each product and its condition
- The product is from our current price list

In the event the returned product is accepted and meets the above conditions a standard re-stocking fee equal to 30% or £300 restocking charge (whichever is lower) on each returned 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 merchant a scrappage fee.

- £50 per product (boilers, air conditioning, heat pumps, solar panels)
- 1p per accessory or spare part

If products are returned without prior authorisation from Bosch's returns department, credit will not be given.

3.8 Faulty Products (boilers, air conditioning, heat pumps, solar panels)

For these instances, the product must not be returned to Bosch. The merchant must contact service.mailbox@uk.bosch.com or call 0330 123 9559 to specify the fault, Bosch will then determine the appropriate next steps (on an individual case by case basis).

For a product to be classified as faulty, the product should be:

- New product attempted installation at end user and is not operating as expected
- New product has completed installation at end user and is not operating as expected.

If this process is not followed and products are returned without any prior agreement with Bosch returns team, Bosch will only offer scrappage value of £50 per product returned.

3.9 Faulty accessories or spares

For faulty accessories or spares, a returns order must be raised and emailed to salesspares.returns@uk.bosch.com (including the part number of the part that is faulty and what the fault is).

Once confirmed by Bosch, a returns delivery will be raised (please follow steps 2.1 or 2.2).

If this process is not followed and products are returned without any prior agreement with Bosch returns team, Bosch will only offer a scrappage value of 1p per product returned.

3.10 Faulty programmers

Full credit will be issued provided the product is within the warranty period. Out of warranty programmers will not receive credit. Bosch will not issue credit for damage to programmers for which Bosch is not liable.

3.11 Discontinued stock

As new products are introduced, old products that are to be phased out will be communicated to merchants proactively. Products which are no longer on our merchant's price lists will not be accepted for return.

Bosch will not accept any obsolete products and spare parts for return.

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

Useful numbers

Returns / Discrepancies

Tel: 0330 123 9669

Email: salesspares.returns@uk.bosch.com

Sales

Tel: 0330 123 9669

Email: technical-advice@uk.bosch.com

Spares

Tel: 0330 123 9779

Email: spares.mailbox@uk.bosch.com

Customer Service

Tel: 0330 123 9339

Email: service.mailbox@uk.bosch.com

Technical Support

Tel: 0330 123 3366

Email: technical-advice@uk.bosch.com

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