

RETURN POLICY

The purpose of this document is to describe the policy and state the conditions for returning or claiming compensation for non-defective goods.

This Return Goods Policy applies to all contracts of sale concluded between PIPING LOGISTICS (Seller) and the customer (Buyer). Under dispute, Piping Logistics General Terms and Conditions of Sale shall prevail.

RETURNS OF NON-DEFECTIVE GOODS DUE TO ORDER ENTRY/SHIPPING ERROR

- Buyer shall inspect Products promptly upon their receipt. Unless Buyer notifies Seller in writing within thirty (30) calendar days after the receipt of Products that the Products are non-conforming, describing the non-conformity in commercially reasonable detail, Buyer shall be deemed to have accepted the Products.
- No Products delivered and accepted under the Seller's General Terms and Conditions of Sale are subject to returns unless Seller has previously been informed in writing of the reason for the return and has been given the opportunity to verify the defect or deficiency claimed to exist and has agreed to the existence thereof.
- The request to return material must include the description of material, reason for return, customer order number and/or customer invoice number to enable the request to be processed.
- Materials being returned due to order entry and/or shipping errors on the part of Seller will be credited at full value provided the materials are returned within thirty (30) days from the date of the original shipment.
- Credit will be issued only after the material has been inspected and verified by Seller.
- Transport cost for returned goods shall be borne by Seller.
- Replacement Products deemed necessary by Seller shall be paid and sent at the Seller's expenses.

RETURNS OF NON-DEFECTIVE GOODS DUE TO BUYER'S ERROR

- Buyer shall inspect Products promptly upon their receipt. Unless Buyer notifies Seller in writing within eight (8) calendar days after the receipt of Products that the Products are non-conforming, describing the non-conformity in commercially reasonable detail, Buyer shall be deemed to have accepted the Products.
- Products delivered and accepted under the Seller's General Terms and Conditions of Sale are subject to returns only after Seller has previously been informed in writing of the reason for the return and Seller has agreed to the return.
- The request to return material must include the description of material, reason for return, customer order number and/or customer invoice number to enable the request to be processed.
- Materials being returned due to an error on the part of the Buyer will only be accepted if Products are unused, in their original condition and packaging.
- Credit will be offered only on Products that are in unused and in their original condition and packaging, and 15% will be deducted for handling and restorage costs.
- Transport cost for returned goods shall be borne by the Buyer.
- Replacement Products if deemed necessary by the Buyer shall be paid and sent at the Buyer's expenses.

CLAIMS

Claims by the Buyer for billing errors, freight charges or defective Products of any kind must be processed according to Piping Logistics Complaint Registration Policy.

WARRANTY

- The Seller warrants all products to be free from defects in materials and workmanship under normal conditions of use and service. This Policy shall not apply to any Products rendered further to normal wear and tear or as a result of damage or accidents caused by neglect, lack of monitoring or maintenance, improper use or incorrect assembly.
- All other complaints or demands for compensation or indemnification, other than those mentioned in this article, are excluded, irrespective of the legal or other grounds on which they are based.
- In the event that the Seller is held contractually liable for breach of its obligations, the compensation thereby due may not exceed the value of the goods (excl. VAT) giving rise to the damages.