

# Hager IE

## Returns Policy



10/20/2024



## Document Scope

As a Company that values the business and support of its customer network, Hager Limited provides the opportunity for its Stockist Partners to return products.

The purpose of this policy document is to outline the process for the return of all products to Hager and ensure they are dealt with in an effective and efficient manner.

This policy outlines the procedure and process for handling the following Customer Returns and Cancelled Orders.

1. Faulty Product Returns and Test Reports
2. Damaged Product Returns
3. Stock Cleanses
4. Cancelled Orders
5. WEEE Policy

## Responsibilities

It is the joint responsibility of Hager Limited and our Wholesale Partners to ensure adherence to this policy and ensure that we maintain a high level of service and support to our businesses.

Hager Limited will:

- a. Provide all required Hager documentation to ensure an effective and efficient transaction is carried out.
- b. Ensure the availability of Hager Sales Representative to support the Returns Process.
- c. Process all due Credit Notes in a timely manner.

Our Wholesale Partner will:

- a. Provide all the correct and necessary Customer documentation to ensure an effective and efficient transaction is carried out.
- b. Arrange carriage for all faulty product returns to our Dublin site.



## 1. Faulty Product Returns

Hager Limited will accept its responsibility and will give full credit if:

- Fault has occurred due to the manufacture of the product.

Hager Limited will only provide a test report for any returned Faulty product where specifically requested by our Wholesale Partner.

### Terms and Conditions

This service is provided as an added service benefit to Hager's Partners and is offered subject to the following terms and conditions.

- a. The customer must contact the Hager Customer Service Department to obtain authorisation for a Return.
- b. If any part is missing, please contact our Technical Support Department who will advise and guide you through the process
- c. Hager Customer Service Department will issue you a RAN Number which must be quoted on all correspondence. Once this is issued it will be Hager's responsibility to arrange the goods to be collected and returned.
- d. **Where Hager Limited accepts the product as faulty, a Credit Note or free replacement of product will be issued.**
- e. No Credit Note will be issued where no fault has been found. Notification of non-acceptance will be sent to the customer within 10 working days.

### Customer Requesting a Test Report

This outlines the process where a Product deemed Faulty requires a Test Certificate, will need to satisfy the following criteria. (a flow process is detailed in Appendix A)

- a. Installed by a competent person and where applicable using the Hager installation instructions
- b. A valid test certificate is available for the installation
- c. Product has been purchased through one of our Wholesale Partners
- d. Details of the Installation, Environment etc. must accompany the Faulty Product Return and will include, Product code(s) and Quantity, whether Product was Hager or Site assembled, Installation conditions – temperature, dampness etc., copy of relevant Test Certificates and any other relevant information
- e. Completion of Product Test Form – available from Hager Technical Support department, the completion of Product Test Form must be undertaken by either Wholesale and/or a member of the Hager Technical Sales Team.
- f. A copy of Product Test Form must be included with the return
- g. Outer packaging must be identified with 'Test Report Required'.

Any product returned for a test report will be tested to destruction and therefore will not be returned.

Written confirmation of the outcome will be sent direct to yourselves within 4 working weeks, from receipt at Hager of the products being returned.



### Health and Safety

All pallet returns must not exceed 1 metre high and all products must be within the footprint of the pallet and be secured by either shrink-wrap or suitable fixing methods.

### 2. Damaged Product/Packaging Return

Customer must notify our Customer Services Department of any damaged packaging within 24 hours of receipt, quoting Order and Dispatch Numbers and, where possible, send photographic evidence of the damage. Where packaging is damaged the customer should check for damage to all product(s) within, and notify the customer service department accordingly. If the above is not adhered to then the goods will not be accepted back at any later date.

### Terms and Conditions

This service is provided as an added business benefit to Hager's Partners and is offered subject to the following terms and conditions.

- a. Our Customer Service department must authorise the return of any Damaged Product, prior to dispatch back to Hager.
- b. Customer Service department will issue a RAN Number, once this is issued it will be Hager's responsibility to arrange the goods to be returned to the Dublin site.
- c. On receipt of the goods we will inspect the goods and if we accept the product as damaged, a credit will then be given for the product or free replacement.

### 3. Stock Cleanses

Hager understands that our Wholesale Partners need to stock current saleable products and to ensure we encourage and support this, we operate a Stock Cleanse Agreement for current products. This service is provided as an added service benefit to Hager's Wholesale Partners.

### Terms and Conditions

- a. Any return with a value greater than €4k must be inspected by your Hager Sales Representative, prior to any agreement is made to return stock. It is our Wholesale Partners responsibility to arrange this visit. Any Return with a value less than €4k then contact can be made directly with Hager's Customer Services department.
- b. The customer must contact the Hager Customer Services Department to obtain authorisation for all returns.
- c. Upon receipt and inspection of the customer return request, Hager Customer Service team will issue a RAN number and then once notified the customer will arrange for the goods to be returned to Hager.
- d. For any products not eligible for return Hager will advise the customer of any items which will not be accepted under this policy and these will be removed from the returns and sent back to the customer. Customer Debit Notes can then be raised to reflect the new quantities and references.
- e. Two stock cleanses per calendar year (updated November 2021) will be permitted from our Wholesale Partners under the terms of this policy, and is applicable only to goods purchased by the branch.



### Products Eligible for Return

All products must be in an 'as new', resalable condition in original unmarked and undamaged packaging and complete with installation instructions. Any items that are >12 month's old are subject to the discretion of Hager. Items must also be listed in the catalogue pages on our website.

### Product not Eligible for Return

Any product or range that has been available to the market for a period of less than one full year (twelve calendar months), any non-standard products that do not appear in the catalogue pages on our Website and all products made specifically for a Project or customer.

### Stock Cleanse Charges

All Stock cleanses will be subject to a Handling Charge of 10% and should be accompanied by a replacement Stock Order equivalent to twice the value of the return.

NB: Each product item to be 'Stock Cleansed' will be credited to the lower of its current nett purchase price, or the last purchase price, to that stockist branch. The compensating replacement order must be placed for delivery in the same calendar month as the goods returned to Hager, and cannot contain any items being returned within the Stock Cleanse.

### Health and Safety

All pallet returns must not exceed 1metre high and all products must be within the footprint of the pallet and be secured by either shrink-wrap or suitable fixing methods.

#### 4. Cancelled Order Policy

The purpose of this policy document is to clarify responsibility and ownership of the process and to ensure that all cancelled orders are dealt with effectively and efficiently. The policy explains the conditions under which Hager Limited will accept written cancellation of a customer order.

#### Terms and Conditions – Standard Product

- a. Cancellation of an order/order lines for standard product prior to any dispatch will be accepted and acknowledged directly with the customer.
- b. Cancellation of an order/order lines for standard product once the product(s) have been dispatched will not be accepted.

#### Terms and Conditions – Non Standard Product

- a. All Non Standard Product orders/order Lines manufactured to specific individual customer requirements, which are cancelled prior to dispatch, will be subject to a charge. The charge will be dependent upon the stage of design/manufacture at the time of written cancellation from the customer



- b. All Non Standard Product Orders/Order Lines which have been dispatched, as a part delivery or in their entirety, cannot be cancelled.
- c. Cancelled Orders that fall outside this policy will not be accepted.

#### Cancelled Order Charges – Non Standard Product

Stage of Design or Manufacture	Cancellation Charge Applicable
Up to 25%	25% of Order Value
25% to 50%	50% of Order Value
50% to 100%	100% of Order Value

#### 4. WEEE Policy

Hager Ltd. (Ireland) is committed to meeting the requirements of the European Union Waste Electrical and Electronic Equipment Regulations 2014. These regulations require producers of electrical and electronic equipment to finance the take back, for reuse or recycling of WEEE resulting from products that we placed on the Irish market. In line with that commitment Hager Ltd. (Ireland) will take back WEEE from you.

For product that we placed on the market after August 13<sup>th</sup> 2005, you do not need to make a new purchase from us to avail of the offer. However, for product that was placed on the market before August 13<sup>th</sup> 2005, we are only obliged to take it back when you make a purchase from us of a similar type of product.

#### 5. Hager Key Contact Details

##### a. Customer Service Department

Tel Number: 01 8835844  
Email: [customer.service@hager.ie](mailto:customer.service@hager.ie)

##### b. Technical Support Department

Tel Number: 01 5180844 Email:  
[technical.service@hager.ie](mailto:technical.service@hager.ie)  
Whatsapp: 087 1873 759

Scan this QR code to connect with  
Whatsapp.

