

# INSTRUCTIONS ON RETURNING PRODUCTS TO FORCIT

## NOTIFICATION OF RETURN

When returning products to OY FORCIT AB, the return must be agreed in advance with the sales, technical service or order reception. An e-mail about the return must also be sent to the person with whom it has been agreed.

### The following must be included in the e-mail:

- Reason for the return
- Information of the product to be returned
- Information of the returner and the sender

## REASONS FOR THE RETURN

### Dispatch for disposal

If the product has expired or is otherwise in need of disposal, mark «**disposal**» as the reason for the return. Products returned for disposal must still be intact, sealed and in accordance with the requirements of the law. If necessary, please order new empty packages in connection with the return notification. The disposal costs are charged in accordance with a separate agreement, and freight costs for returns are charged in accordance with the price list or a separate agreement. For disposal, we only accept products manufactured, sold or imported by FORCIT.

### Returning products in a marketable condition

When returning products sold by OY FORCIT AB in a marketable condition in unopened factory packaging, FORCIT may refund the products separately as agreed. The packaging must be clean, and the product must have sufficient service life left.

The freight costs for returns are charged in accordance with the price list or a separate agreement. We do not refund opened, dirty or broken packaging.

### Complaints

If it is suspected that the product or delivery is incorrect, it shall be agreed that the returned product will be transported to OY FORCIT AB's unit for examination, and reclamation refunds are always made on a case-by-case basis. In connection with the reclamation return, the information required for the product may also differ from other returns and are processed separately with the Account Manager or FORCIT's technical service.

### Other reason

Returns for other reasons are agreed on a case-by-case basis.

### Product information

The return e-mail must include the names, manufacturing dates and quantities of the products to be returned as well as the location to which the products are to be returned.

### Information of the returner and the sender

The names and contact details of the company, contact person and sender as well as details of the work site (name, address and possible job number/reference details).

**For further information, please contact the Key Account Managers, the order reception or the technical service.**