

Returns Procedure

- Three year 'No Quibble Guarantee' only applies to Faulty Goods or goods the contractor perceives to be faulty.
- Any goods returned and found NOT to be faulty will either be returned to the customer at their expense or will incur a handling charge.
- If a wholesaler wishes to return goods which are either faulty or because they no longer require them they MUST contact Protek in order to be given a RETURN NOTE NUMBER.
- Any goods returned with just a debit note and no authorisation from Protek will NOT be signed for and will be left with the carrier to be returned to the customer who sent them. Similarly and goods dropped off by a customer without authorisation from Protek and the correct paperwork will NOT be accepted.
- All Goods which are returned will be photographed to show any damage which might have arisen to both the product and the packaging during transit. This will allow our customers to be able to make a claim for compensation for any goods which have become damaged in transit. Any product arriving with the packaging severely damaged, even though it has all the correct paperwork, will be photographed but not accepted by Protek. A copy of the photograph can be produced upon request.
- If a product is sent in as being faulty it will be tested and if found to be in working order it will be returned to the wholesaler at their cost.
- If a product is sent in and is found to be faulty the wholesaler has two choices, firstly the goods can be replaced FOC and sent out at Protek's expense or they can receive a FULL credit for the goods.
- The wholesaler can request a report on the faulty goods and this will be supplied. If no request is made a report will not be sent. It will however be filed and if required at a later date can be supplied for a nominal charge.
- If a wholesaler simply wishes to return goods as they are no longer required by his customer he must follow the same procedure as that for faulty goods.
- The wholesaler must contact Protek and ask if it is possible to return the unwanted goods. A handling charge will be incurred. This will be on a sliding scale dependent upon the goods but it will be a minimum of 25%. Specials will not be accepted back as they have been purposely built for a specific customer.
- If agreement is reached to return the goods a RETURN NOTE NUMBER will be issued. This number must be added to all paperwork that accompanies the unwanted or faulty goods. Simply sending the goods back with a debit note will result in the goods being returned to the sender.
- Upon receipt of the unwanted goods they will be inspected, tested and if resalable will be repackaged and placed back into stock.
- Only when the above procedure has been completed will a credit note be issued.