



Returns Policy and Procedure

All claims relating to delivery discrepancies must be notified to RWC within 7 working days of the goods being received / collected.

You must either fax or e-mail notification of the goods that you want to return. It is essential that our invoice number or the original purchase order number is stated, together with our part numbers. There must also be details of the reason for the return – e.g. duplicated order, incorrect goods sent, faulty goods being returned, etc.

For any goods which are no longer required, these may be returned to RWC, at our discretion, but will attract Re-Stocking Fee. In addition, the goods must be returned within a maximum of 30 days from the date of the invoice for supply. Before you notify RWC of goods to be returned, you should confirm that the goods are capable of being received by RWC in a pristine and re-saleable condition, with the packaging undamaged. Failure to do so will result in re-packaging costs being chargeable in addition to our Re-Stocking Fee.

A **Re-Stocking Fee** of **25%** will be deducted from the credit note to cover our costs for processing the return. This will not apply if the wrong goods or quantities were delivered or if the goods are found to be faulty.

If the goods are not deemed to be faulty and RWC have collected the goods, the freight cost will be re-charged to you at our cost together with an **Investigation Charge** of **25%** of the invoice value of the goods.

On receipt of a request for a return, RWC will assess the validity of the request:

- a. If a request is rejected the customer will be notified in writing; and
- b. If a request is accepted RWC will send out all of the relevant documentation including:-
 - RMA letter detailing the procedure for the return;
 - RMA document which will include the authorisation number;
 - Product returns ticket; and
 - RMA label.

Where RWC is responsible for the return of goods, you are required to contact RWC within 7 days of receipt of the RMA letter for us to arrange for collection of the goods.

If you are responsible for the freight, this needs to be organised through your own carrier. All goods being returned need to be with RWC within 30 days of the RMA documentation being received otherwise the goods will not be accepted and the RMA will be cancelled.

Please note, we are unable to accept any returns without our RMA documentation. Any goods received by RWC without our RMA documentation will be returned to you at your cost.

Debit Notes will not be accepted by RWC. Credit claims must be received by RWC within 30 days of the date of the invoice for supply, unless faulty goods are reported.

In the event that you are not able to supply RWC with the appropriate information required for RWC to process the return in an efficient manner, no credit will be given where goods are returned for re-stocking.