



Returns Procedure

For all customers who have ordered incorrectly and wish to return unwanted/ incorrect items.

A raised purchase order is submitted to Kintech system whereby an automated confirmation of order is emailed over to originator of order, it is essential this is checked for correctly ordered items for once despatch of items has been completed any incorrectly ordered items are subject to acceptance of a returns procedure as follows:

1. Order originator must advise Kintech within 24hours from receipt of goods of any incorrectly ordered item for authorisation of return to be given, if applicable.
2. Kintech will confirm receipt of request and advise a standard 25% restocking and administration charge.
3. Once return is confirmed, Kintech will raise a collection note and instruct third party carrier to collect and return item/s back to Kintech factory – if applicable.
4. If customer wishes to return at their own cost they are to advise.
5. Upon receipt, items are placed in a quarantine area for inspection by our QA manager.
6. If any damage or missing items such as fitting packs is found/not returned, a report is drawn up to confirm the damages/ missing items; this maybe through inadequate packaging, non-return of fittings, scratches etc.
7. Should damages/missing items be identified, originator of order will be advised of reported findings and any incurred costs such as repairs to damaged items will be chargeable.
8. Deductions of a 25% restocking and administration fee, carriage cost for collection and return of items plus any incurred costs as documented in point 7 will be made, if applicable.
9. Should costs be in excess of credit, an invoice/requested payment will be raised for incurred costs.
10. Should delivery be refused due to incorrectly ordered items and is not reported to Kintech prior to refusal, this has the potential to qualify for a handling charge from third party carrier, this is classed as an associated cost – a cost which is beyond Kintech's control and will be chargeable.
11. Should a non-delivery occur then a re-delivery cost will be advised prior to arranging a second delivery.
12. Any subsequent cost associated with a redelivery will be required prior to any re delivery arrangements.
13. Credit/invoice will be raised as applicable and supplied to order originator.

** This doesn't affect customer's statutory rights.