



TVH UK LTD

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Company registration nr 3859070 • VAT GB747356701 • BNP Paribas Fortis SORT CODE 40-52-62 • Account 35136101

GUIDELINES ON PRODUCT RETURNS
(Complaints, Take Back of products, Service Exchange Parts)

Particular Requirements relating to:

TVH U.K. Ltd

Maximum term for Product Complaints	:	3 months
Minimum Product value per unit for Take Back	:	5 GBP
Take Back Applications: Administrative surcharges		
o Take Back applications lodged through TVH Quick Source	:	12 %
o Take Back applications lodged through other channels	:	15 %
o Take Back of printed circuit boards returned to TVH in non-sealed packaging	:	20 %