



## GUIDELINES FOR THE PROCESSING OF COMPLAINTS AND REQUESTS FOR RETURNS

In order to make the processing of complaints and returns in respect of articles purchased by the Buyer as easy as possible, TVH would ask the Buyer to follow the guidelines below:

Every complaint or request for a return must give the reasons and be addressed to TVH in writing, either by letter, fax or e-mail using the attached return request form, or via the on-line complaint program to be found in TVH Quick Source. The return request form can likewise be completed on-line or downloaded via TVH Quick Source. The document can also be found at [www.tvh.com](http://www.tvh.com) or requested via [info@tvh.com](mailto:info@tvh.com). Complaints and returns are processed in accordance with the terms in the General Conditions of Sale (<http://www.tvh.com/avv/parts/en/v4.pdf>). Within the shortest possible time, the Buyer will receive an appropriate proposal from TVH and the necessary guidelines for the further processing of the question.

If TVH can take back the article purchased by the Buyer, then TVH will provide the Buyer with a return authorization document with a return number. This authorization is valid for three months. The Buyer must return the articles to TVH within this period and enclose the authorization with the articles to be returned.

### Complaints:

- The complaints are processed in accordance with the terms in the General Conditions of Sale.
- Remember: A complaint relating to transport damage must be indicated on the consignment note and reported in writing to TVH within twelve (12) hours after the delivery of the goods. A complaint relating to visible damage or non-conformity with the order must be reported in writing to TVH within forty-eight (48) hours after the delivery of the goods. Any other complaint must be reported in writing to TVH within no more than three (3) months after the delivery of the product.

### Taking back:

- In order to be considered for return, articles must be returned in their original state and unopened packaging. Where articles have already been fitted or in the event that packaging, seals or control labels have been removed, only a complaint may be filed (where applicable).
- Articles made or designed or reconditioned specially by TVH for the Buyer, or those with a sales value of less than 5 EUR per unit, are never taken back by TVH. In respect of such articles, only a complaint may be filed (where applicable).
- Unless the Buyer can prove defective delivery by TVH, TVH will charge the Buyer an administrative fee for its complaint in an amount of at least 15% of the net invoice value. Where the Buyer files the complaint via TVH Quick Source, then TVH will charge an administrative cost of a minimum of 12%. In the case of printed circuit boards returned to TVH by the Buyer in non-sealed packaging, TVH will charge a minimum 20% administrative cost.
- All transport costs for returns shall be payable by the Buyer, unless otherwise agreed in writing. TVH handles the transport and deducts the transport costs from the credit note.

TVH accepts complaints and returns only if the Buyer complies with the conditions above. **Only with a valid return authorization can TVH guarantee smooth processing of the question from the Buyer and crediting, if any.**

If the Buyer does not comply with the above guidelines, TVH will be obliged to reject the request for return or complaint, and in such a case, all costs are payable by the Buyer.

Consult the General Conditions of Sale at [www.tvh.com](http://www.tvh.com)