

AMENDMENT IN GOODS RETURN POLICY – 2017

WITH EFFECT FROM 1ST SEPTEMBER 2017

ORDER CANCELLATION:

1 Franchisee/Distributor/Dealer may, at any time prior to the invoice generation, cancel any or all Goods on order upon giving timely written notice. After invoice generation, 20% handling charges of Net Material Value before tax will be levied in case of cancellation.

GOODS RETURN POLICY:

2 No stocks will be returned except those for manufacturing defects with written approval from Sales Director.

GOODS DAMAGED IN TRANSIT:

3 *Transit Damaged stocks will be considered for claim only if written intimation of damaged goods is given within 7 days from date of delivery.* You need to ensure that appropriate proof is provided against each delivery at the place of delivery suggested by you. Also the damaged product should not be moved from the delivered location before Häfele gives credit given.

DISCLAIMER

Any order once approved by you to be returned to Häfele for any reason other than manufacturing defect, appropriate handling charges will be deducted from the Credit as per the calculations mentioned below.

Sufficient proof has to be submitted while raising the claim. It would be at Häfele's discretion whether to approve or reject the claim based on proof provided.

- On the part of Häfele mistake, written intimation to sales team should be given within 1 month from date of delivery. No handling charges will be deducted.
- If a claim is raised within three Months of Invoice, 20% handling charges of Net Material Value before tax will be levied.
- No Claim will be accepted post three months of invoice except defects covered under product warranty period.

NOTE:

Appliances once delivered won't be taken back, except in case of manufacturing defect.
(Except for transit damage, that to has to be intimated within 7 days from date of delivery)