



SICK (UK) LTD

This document supersedes previous documents on the same topics

Returns Policy

(Valid as of 23.03.2016)

No claim for credit can be considered unless the purchaser has obtained prior approval from SICK (UK) LTD. Any proposed return must be approved by the SICK UK Sales Office Team Leader. Should he/she not be available, approval has to be obtained from a member of the Senior Management Team. Upon approval, a SART (Sales Return authorisation number) will be issued by the Company which must be quoted in respect of all goods returned.

When returning goods, the Returns Note should state:

- 1) The Company's reference on the product(s) from which the part or parts were taken, e.g. type number, serial number;
- 2) The defects, claims and the reason for them;
- 3) The date of purchase and source from which the product(s) was / were purchased.

All Product Returns are shipped at the customer's risk. SICK (UK) LTD accepts no responsibility for any loss or damage thereto, or to items added to the product. All Product Returns must be in perfect condition and in their original packaging. Writing or stickers on packaging boxes and / or scratched units will not be accepted. Accessories (e.g. cables, brackets, reflectors) not purchased as part of a system, are non-returnable. Goods Returns must be received within 14 days of the date of SART, dispatched "Carriage Paid" and addressed to:

SICK (UK) LTD, Waldkirch House, 39 Hedley Road, St Albans, Herts, AL1 5BN

Handling charges for Returns Goods (with the exception of warranty claims) will be as follows:

- for products up to and inclusive of £100:

Products retained for up to 30 days:	50 %
Products retained for up to 60 days:	50 %

- for products over £100:

Products retained for up to 30 days:	30 %
Products retained for up to 60 days:	50 %

No product will be accepted back for credit if it has been returned more than 60 days after the purchase date.

Sale or Return Policy

(Valid as of 23.03.2016)

Goods stated as being "Sale or Return" are supplied entirely at the Purchaser's own risk and shall stay this way until returned to the Company in satisfactory condition to the Company's address. The Company reserves the right to charge for any work that may be necessary to restore the goods to their former condition.

Unless otherwise agreed in writing, goods supplied on a Sale or Return basis have to be returned to the Company within 1 (one) month from the date of delivery. If goods are not returned within this period they will be invoiced and become due for payment in accordance with the Company's Terms and Conditions of Sale.

Sale or Return

Handling Charge

Products retained for more than 60, but less than 90 days	30%
Products retained for more than 90 days	100%
Products returned without box or literature	100%
Damaged product	100%



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