

Company Returns Policy



BOSCH

Invented for life

1. General

As a company our aim is to provide a transparent and accurate returns procedure. Within the returns policy booklet every area of the returns procedure of Bosch Thermotechnology Ltd (Bosch) is covered, relating to issues concerning methods of collection and credit.

The returns procedure for boilers and accessories (only items off our Merchant Price List) involves the merchant informing the Returns Administrator at Bosch in writing of items they wish to return. The merchant's official paperwork must be emailed to:
SalesSpares.returns@uk.bosch.com

The returns paperwork will be processed by the Returns Department within 3 working days. Correspondence will then be sent to the merchant informing them of an authorised eight digit Bosch Returns Note Number prefixed with the digit '6'. This number should be written on each of the items and quoted on all future correspondence. Collection will take place within 10 working days from the Goods Return Note being raised.

Should no rescheduling be necessary the entire procedure from notification of items to be returned to credit being issued will take no longer than 28 working days.

2. Methods of Collection

2.1 Bosch Transport

Items will be collected by Bosch within 10 working days of a returns note being raised.

Please ensure that products are boxed and palletised ready for collection.

The driver will be carrying two copies of the Returns Delivery Note (RDN), one of which must be signed by the customer and given to the driver. The other copy will be signed by the driver and given to the customer for

reference. If the item is unavailable for collection when our transport department attempt collection, the item will be rescheduled for a further 10 working days. This will be followed by informing the customer that the uplifting of the item was unsuccessful and the revised collection date will be a further 10 working days. If a second attempt is also unsuccessful the returns note will be blocked on the system and no further attempt will be made. An email will be sent advising of our intentions.

Bosch drivers have been instructed that under no circumstances should they collect unauthorised returns. On arrival at the customer if the driver does not have the relevant RDN for an outstanding return, the Despatch Department should be contacted enabling the relevant paperwork to be emailed. This will allow collection of the item to be returned.

2.2 Items Posted or Merchant Transport Returns

Authorised returns will only be accepted when accompanied with the Bosch Returns Note Number. Unauthorised returns will receive no credit.

2.3 Branch Collections

Items will only be collected from where they were originally ordered from.

3. Credit

Items that are returned to Bosch are inspected upon arrival. Credit is assessed in relation to the condition in which the items are received. The age of the appliance will also be considered.

3.1 Items posted, by carrier or Merchant transport returns

Credit will not be issued for unauthorised returns. As stated in section 2.2, authorised returns will only be accepted when accompanied with the Bosch Returns Note Number

3.2 Items received damaged on Bosch transport

Full credit will be given for items received damaged on Bosch transport when a copy of the Despatch Note is emailed to SalesSpares.returns@uk.bosch.com within 3 working days from date of despatch. If notification has not been received within this period a charge for damage, including labour costs, will be deducted from the end credit value. The labour costs will be charged at an hourly rate, which will be subject to annual review.

3.3 Errors with Bosch Deliveries

Full credit will be given when a copy of the Despatch Note is forwarded to SalesSpares.returns@uk.bosch.com within 3 working days from the date of despatch. Failure to notify us in writing within this time period will result in loss of credit. Despatch notes that have not been signed for or indicate that the goods have not been checked will not receive credit.

3.4 Order Cancellations

If written notice of cancellation is received prior to despatch full credit will be issued. Should the goods have been despatched a 40% re-handling charge will ensue and section 3.7 below will apply where applicable.

3.5 Refusal of Deliveries

Full credit will be given when deliveries are refused by the customer due to a pre-arranged delivery slot not being adhered to. If however our Despatch Department have had a confirmation of a booking in slot and the delivery is refused a 40% re-handling charge will ensue.

3.6 Short Deliveries

Full credit will only be issued provided that a copy of the despatch note is received accompanied by a written confirmation email indicating the discrepancies within 3 working days from the date of despatch. As previously mentioned despatch notes that have not been signed for or

indicate that the goods have not been checked will not receive credit.

3.7 Returning Unwanted Stock to Bosch

A standard re-handling charge of 40% on each item will be deducted from the credit, subject to the item being a current product and free from any damage.

Where an item is returned to Bosch credit is at the discretion of Bosch and shall only be provided if the following conditions are met:

- The item is in its original packaging and is in a resaleable condition.
- The item is undamaged
- The item is under warranty

In the event the returned item is accepted and meets the above conditions a standard stock re-handling fee equal to 40% of the purchase price for each item will be deducted from the credit. Where the returned item does not meet the above conditions, it will not be accepted as a valid return and Bosch will offer the Customer a scrappage fee. If items are returned without authorisation credit will not be given.

3.8 Faulty or Damaged Items Beyond Repair (not including flue kits)

Boilers returned damaged or faulty and are beyond repair will be credited at a “salvage” value of £50.00. This will be the case where the report indicates that the fault lies with the customer.

3.9 Credit value for Damaged or Faulty Items (not including flue kits)

Boilers returned with minor aesthetic damage will be issued credit according to the Quality report. This report will incur labour costs.

3.10 Discontinued Stock

Items to be returned which are no longer on our Merchant Price List will only be accepted up to a period of three months after manufacturing of the item has ceased.

3.11 Programmer Returns

Full credit will be issued provided the item is within the warranty period.

Out of warranty programmers will not receive credit.

Damaged programmers that are not the fault of Bosch will not receive credit.

For further information please contact our Returns Department on the contact numbers at the back of this booklet

Useful Numbers

Returns

Tel: 0330 123 9669

salesspares.returns@uk.bosch.com

Sales

Tel: 0330 123 9669

sales.bosch@uk.bosch.com

Spares

Tel: 0330 123 9779

spares.mailbox@uk.bosch.com

Service

Tel: 0330 123 9339

service.mailbox@uk.bosch.com

Technical

Tel: 0330 123 3366

technical-advice@uk.bosch.com



BOSCH

Invented for life

Bosch Thermotechnology Ltd.
Cotswold Way, Warndon, Worcester WR4 9SW.
www.bosch-thermotechnology.co.uk

This leaflet is accurate at the date of printing and should be disregarded if specification and/or appearances are changed in the interests of continued improvement. The statutory rights of the customer are not affected.

8 716 113 005 MKT1-CLP1-001 A(01/17)