

**Dear Customer,**

As part of our continuous drive to improve our processes, and ultimately our service offering to you, we would like to remind you of some important aspects of our Goods Return Policy:

**GOODS RETURN POLICY**

1. The return of goods is subject to our sole discretion and will only be accepted for credit under the following conditions:-
  - i. The goods are faulty.
  - ii. The goods were incorrectly delivered by us.
  - iii. The request to return goods has been received within 7 days of purchase.
  - iv. Prior to returning any goods for credit, please obtain an official Collection note from the relevant branch in your region:
    - Johannesburg – (011) 879 6620 or 6650
    - Durban – (031) 492 - 0481
    - Cape Town – (021) 594 7100
    - Port Elizabeth – (041) 408 2400

**Failure to obtain a Collection Note for goods to be returned WILL result in returns being rejected.**

- v. All returned goods **must be** in a saleable condition – no goods will be accepted for credit if either the packaging or the product has been damaged, goods re-packed, marked, re-labelled or any stickers added.
- vi. The goods returned must be accompanied by a printed copy of the official Collection Note.

**NOTE:- Our drivers, Sales Representatives and stores personnel have been instructed not to accept any goods for return without a Collection Note, or accept items which are not specified on the Collection Note.**

2. Due to the direct and indirect cost involved with the handling of returns, all returns will be subject to an automatic 15% handling fee.
3. Faulty and incorrectly delivered goods will not attract a 15% handling fee.
4. **Made-to-order** and **heat shrink products** will not be considered for return unless the goods are faulty or were incorrectly supplied by HellermannTyton.
5. Products that have been discontinued from our range will not be accepted for credit.

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