

### 1. Policy

Ideally, Keltec ask that all deliveries should be inspected carefully for damage or short-shipment before the courier's delivery receipt is signed. In any event, damaged, faulty or missing goods should be reported to your Account Manager in writing as soon as possible and no later than 3 working days from the date of delivery. Most products that are reported as faulty or damaged within 3 working days are replaced with identical products in parallel with the Returns process, thereby ensuring that inconvenience is minimised. However, certain products must be logged with our suppliers warranty department and, in some instances, an engineer may arrange to visit site to inspect and attempt to repair the product on the next working day.

Goods must be returned in pristine condition, in the original packaging and with all original documentation and accessories in order to avoid returns charges. Goods that are found to be in normal working order upon inspection may be returned to customers at their expense. In very rare circumstances goods that are purchased in error may be accepted for return. However this is totally dependent on our supplier's willingness to accept the goods. In an instance where they are accepted, all items must be returned completed and in pristine condition. Acceptance of these items will be liable to a restocking fee. Your co-operation in completing the returns form with your contact at Keltec Express is an integral part of the process and will ensure a speedy resolution to any issues you may have.

### 2. Post Delivery Queries

In the event that the goods you receive do not meet your expectations, Keltec Express advises contacting your Account Manager in the first instance, as soon as possible after delivery. They will require certain pieces of information from you to ascertain the correct Returns process relevant to the goods and their condition. The summary points below provide additional information on our processes.

### 3. Defective on Arrival (D.O.A.)

Keltec asks that any D.O.A products be reported in writing to your Account Manager, as soon as possible, and certainly within 3 working days of delivery. This ensures that we are within the major manufacturer's D.O.A period and can expect complete co-operation to process the return/replacement immediately where applicable. D.O.A products must be complete, undamaged, and in the original packaging.

### 4. Damaged Goods – Box and Contents

If you suspect goods of being damaged on receipt it is best to refuse the delivery or ensure that before signing for the good, you clearly mark the driver's sheet with details of the damage. If not Keltec Express 's liability to investigate or challenge the delivery courier is severely impaired. When goods are damaged on opening with an unmarked box, these must be reported in writing to Keltec Express within 24hours of delivery.

### 5. Warranty

If a product develops a fault within the manufacturers warranty period, you will often be referred directly to the manufacturer. The majority of manufacturers have support centres that have been specifically set up to deal with warranty enquiries and repairs to improve levels of service. However, if this proves inconvenient, Keltec Express are more than happy to assist you.

### 6. Return for Credit

When returning items for a credit, please ensure they are in pristine condition i.e. no writing on the boxes, complete, unopened and inside the original packaging.

### 7. Incorrect goods

Where the goods received do not match the accompanying delivery note, the order placed with Keltec Express, or they appear to have been duplicated, please notify us in writing within 48 hours of delivery. Under such circumstances we ask that goods are returned unopened and in the condition that they were received.