

GCE WARRANTY & PRODUCT RETURNS PROCEDURE

1. The Customer must contact GCE Customer Services with details of their product requiring return (item number/purchase order number/GCE invoice number if known and nature of complaint)

Telephone number: +44 (0)1942 292950 Option 1

E-mail: sales@gcegroup.com

2. The Customer will receive a returns number and instructions for returning the goods to GCE and this returns number must be clearly stated on returns documentation/outer packaging of any returned goods (If a returns delivery document is issued to the customer for the complaint then a copy should be sent together with the return). If a customer supplied job reference number is given then this should also be included on GCE returns documentation.

Goods returned without authorisation will be quarantined at time of delivery.

3. Goods when received by GCE UK will be visually inspected and forwarded onto the GCE supply facility for further investigation where required. Complaint investigation is effected at GCE sro for group supplied products. The results are documented on the Group Quality System and includes the following:

Type of product i.e. medical or non-medical.

The Serial Number and / or the date code on the product – this will be used to identify the age of the product or for traceability purposes.

A record of any significant fault, whether reported or not.

Whether the complaint is justified or unjustified.

The Ref. Number.

Any action or communications with the customer during the course of investigation shall be logged in the communications log.

The final report of correspondence closes out of the file.

At the time of issuing the returns number to the customer it should be discussed/confirmed with them whether they will receive FOC replacement/s, a credit, or a repair to the unit/s and this action will take place when GCE UK are informed of the validity of the complaint from the quality department at the GCE supply unit. However if the claim is not classed as justified then the customer will be informed and a decision made on how to proceed.

If the customer at the time of their complaint urgently needs replacement ahead of the claims process then this will be arranged and the replacements will be invoiced to the customer, to be credited back at a later date if the claim is confirmed as justified. If the claims is deemed not justified then the invoice for the replacements will stand.

Requests for Return or Cancellation of unwanted goods

GCE will not accept cancellation of a confirmed order or return of any goods for credit that have been made specifically to order or for non-standard products produced to customers own specifications. Customers must on all occasions contact GCE Customer Services to discuss any returns request and if a request is agreed due to the nature of the goods then GCE will issue the customer with a returns authority number and this must be clearly quoted on the subsequent return to ensure the issue of the agreed credit note.