



## Intelligent Measurement Solutions

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### **SIKO LTD POLICY:** **Incorrect Goods supplied**

Contact Siko Ltd. to advise reason for return request e.g. incorrect goods supplied / incorrect goods ordered

#### **INCORRECT GOODS SUPPLIED**

If you believe the goods you have been supplied are incorrect relevant to your initial order please contact Siko Ltd and a member of our team will confirm the original order details and date of despatch of the goods.

Siko Ltd should receive your notification of any discrepancies to your order within 7 days of receipt of goods.

- If the goods have been supplied incorrectly by Siko Ltd. and it is our error we will endeavour to supply replacement goods in the shortest possible time frame and keep you fully informed of the timescale involved.
- A new invoice will be raised relevant to the despatch of the replacement goods.
- A member of our team will agree with your company the best method of returning the incorrect goods to Siko Ltd.
- On receipt of the returned goods a credit will be raised accordingly against the original invoice. All goods must be returned in their original condition in order for full credit to be granted.

If the goods supplied to your Company were correct to the purchase order raised with Siko Ltd but your company has made an error and ordered the incorrect goods there may be a possibility of returning the incorrect goods for a credit.

- A request must be put to a Siko team member as to whether a % credit can be issued on return of the unwanted goods.
- Depending on whether the goods supplied were standard stock items with Siko Ltd or specially produced goods from one of our manufacturers will dictate the % credit Siko Ltd is able to offer on return of the unwanted items.
- Siko Ltd will issue a written offer to your company advising the credit which would be granted.
- It is the responsibility of your company to arrange return of the unwanted items.
- All goods must be returned in their original condition to be eligible for the agreed credit.