

► Returns Policy

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Returns Policy

Introduction

We understand that from time to time you may wish to return a product to us.

We have created this policy to enable you to return products to us in appropriate circumstances.

Our returns process is very straightforward and we aim to mitigate any timely administrative burden when placing returns or orders.

1. Returns Policy

Where you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us where:

- 1.1. We receive the returned product within 30 days following the date of delivery of the product;
- 1.2. The returned product is unused, in its original unopened packaging, displaying original labels. No customer own additional price / code labels must be on the product and otherwise in a condition enabling us to sell the product as new;
- 1.3. If there is a mistake on our part we will collect and return the items free of charge to ensure there are no administrative or cost burdens to our customers.
- 1.4. If the error is on the customer's part, they will be responsible for the return and reorder of the goods. We will credit any unused goods returned in their original condition and in these circumstances will charge a 20% handling fee.

2. Returns Procedure

In order to take advantage of your rights under this returns policy, you must:

- 2.1. Any returns requests should be sent by email, to sales@eurosafeltd.uk and received within 30 days following the date of delivery of the product;
- 2.2. The returned product should be unused, in its original packaging. No customer own additional price/code labels must be on the product and otherwise in a condition enabling us to sell the product as new;
- 2.3. The returns will be checked and if it is received in the condition noted in 2.2 above,

then a credit note will be raised within 5 working days of receipt of the goods. Any replacements being sent out as soon as possible to ensure we are fulfilling our ethos of customer service excellence.

Any damaged or faulty goods will be collected within 3 working days of notification to Eurosafe Business Centre. As soon as we have been made aware of the fault, our Business Centre will contact you with a goods returns note and reference number so you will always have a reference for this action should any problems arise.

Our Business Centre checks for returns on a daily basis so as soon as you have submitted a return request, action will be taken within a day.

Our Business Centre will contact our courier who will come to collect the incorrect items within 48 hours of notification. We will arrange for the correct items to be sent out to you as soon as possible (no longer than 48 hours) to minimise disruption. If we have stock of the goods we will strive where possible to get the replacement out the same day and where we have to order them in from suppliers we will always try and hurry the process to cause as little inconvenience to you as possible.

There will be no charge to the customer for any collection or re-delivery due to incorrectly delivered items.

3. Exclusions

The following kinds of products may not be returned under this policy:

- 3.1. Embroidered/personalised items of clothing or equipment;
- 3.2. Prescription spectacles, visors and safety goggles;
- 3.3. Made to order clothing/equipment;
- 3.4. Special priced/tender lot items

4. Refunds

We will give you a refund for the full price of any product properly returned by you in accordance with the terms of this returns policy excluding the original delivery charges and excluding the costs of returning the product to us.

5. Improper returns

Where you return a product in contravention of this policy (and where you do not have any other legal right to return the product):

- 5.1. We will not refund or exchange the product;
- 5.2. We may retain the returned product until you pay to us such additional amount as we may

charge for re-delivery of the returned product;

6. Product Recalls

Wherever possible goods are quality checked before being put into stock. Any faults found are dealt with by contacting the supplier directly and the appropriate action taken. Our members hold regular review meetings to highlight any persisting problems with their suppliers. All goods leaving our members' distribution centres are also quality checked to ensure error and fault rates are kept to a minimum. Any problems are highlighted and tracked under ISO 9001 process which allows them to address any issues and continually improve quality standards.

In the unlikely event that a faulty product reaches the customer and has to be recalled/returned, the following procedure will apply:

- 6.1. Identification and Segregation.
When materials are found to be non-conforming, customers should contact the distribution hub (EurosafE member) from which the goods were despatched. The Customer Services team will arrange collection of the faulty goods which will be segregated to a "Quarantine Area " to await action or as otherwise agreed by the Warehouse Manager/Director.
- 6.2. Recording of Non-Conformances.
- 6.3. For Goods returned to Supplier details will be recorded on the appropriate Eurosafe member company form:
 - i. Source of non-conformance i.e.
Customer Complaint: Supplier/Sub-Contractor: Internal.
 - ii. Purchase Order quantities involved.
 - iii. Part numbers or description, reason for rejection and any relevant comments.
- 6.4. The non-conformance will then be investigated by the relevant Manager, who will decide and record on the report the cause of the non-conformity, the action for recovery. Where appropriate, this information may be provided by the supplier
- 6.5. Completed reports are signed, dated and retained by the relevant Manager: -
 - i. Complaints: Sales Manager.
 - ii. Supplier Non-Conformances: Warehouse Manager.
 - iii. Audit Non-conformances: Quality Manager.
- 6.6. The Customer Services team of the relevant Eurosafe member company will keep the customer informed by email and telephone and will make the necessary arrangements for the supply of replacement goods;

- 6.7. The timescales for replacement goods will depend on the type of goods:
 - i. Wherever possible standard stock items will be replaced within 1 working day;
 - ii. Bespoke or logoed items will be replaced between 3 – 5 working days notwithstanding any specialist requirements.

7. Monitoring and Improvement

The Eurosafe Group tightly manage returns as not only is this part of our initiative to deliver service excellence but it also ties in with our invoice / credit process and therefore our finances. We closely monitor all returns and therefore can raise issues on time for returns to be replaced, reporting faulty products etc.

We will constantly monitor our returns system which will measure how long each stage of the returns process takes to ensure we are meeting customer expectations and providing replacements where possible within a 48 hour period.

8. Environmental/Corporate Social Responsibility

Some of our member distributors are able to collect garments from customers and send them to LMB (our preferred charity we use to send unwanted garments to third world countries). Garments are sorted depending on the condition and fibre content. As a result, 80% are exported to Africa for re-use, 10% (which is not fit for re-use) is cut up for wiping rags, 5% are sent for flocking and felting, leaving 5% waste. NB: this % breakdown includes garments collected from clothing banks in public places which can include odd shoes, hangers etc. This ties in with our Corporate Social Responsibility Policy and is an effective way to increase the lifecycle of the garment and reduce waste and CO2 emissions.