

Document History		
Version	Amendments and description of change	Date
1.0	Initial Issue of the document	15/01/2025

### **Title: Conditions of Return for ALPRO Suspected Faulty Product in Warranty Period**

#### **1 Purpose of Document**

This simplified procedure defines the procedure for returning suspected faulty products in the ALPRO range. The Procedure is for ensuring transparency in return policy and expediting the replacement or refund process.

#### **2 Return Process**

- 2.1 Customer to contact the Alpro sales office to obtain a Service Call Number. This number is required as authorisation for the suspect goods to be returned.
- 2.2 Alpro will then arrange for the goods to be collected. The customer needs to ensure that the goods are suitably packed to ensure no damage can occur during the return transit to Alpro.  
Please Note that collection charges may be applied if the collection agency attempts to collect the goods, and they are not ready for despatch.
- 2.3 The returned product will then be inspected by Alpro representatives and if the product is found to be faulty a free of charge replacement will be provided to customer.
- 2.4 If upon inspection the product is deemed fit for use and no fault is found the product will be returned to the customer, along with a report of the inspection. A delivery charge will also be applied for the returned carriage.
- 2.5 If upon inspection by Alpro the product is deemed to have been damaged rather than faulty the product will be returned along with an inspection report and a delivery charge will be made for the returned carriage.
- 2.6 Alpro will inspect returned product within 7 working days of receipt of product.

#### **PLEASE NOTE**

**Where a product has been purchased through a recognised distributor, the faulty product should be returned in the first instance to the distributor in question.**