Document History		
Version	**Amendments and description of change**	**Date**
1.0	Initial Issue of the document	26/08/2025

Title: Conditions for Return of Unrequired ALPRO products

1 Purpose of Document

This simplified procedure defines the process for returning of unrequired Alpro range products held by customers. The Procedure is for ensuring transparency in return policy and expediting the replacement or refund process.

2 Return Process

2.1 Customers contact Sales Office via email or phone to agree that the items can be returned.
Only COTS item can be returned.
Please note bespoke handles will not be accepted: Bespoke handles are the Functional 97,98 & 100 range. Bespoke push and kick plates and handles that are not from our standard stock range will also not be accepted.

2.2 Prior to the agreement of product return photographs of the item(s) are required to be provided to *info@alpro.co.uk* as a proof of re-saleable condition of the product(s). Subject to the presence of the product(s) a Service Call number will be issued which is the Return Merchandise Authorization (RMA) number.

2.3 The customer needs to ensure that the goods are suitably packed to prevent damages to the products during the return transit to Alpro.
Please note that a 20% restocking fee and collection charges will be deducted from the credit issued.

2.4 When a replacement is required for returned product, you will be issued a new invoice with carriage charged when applicable.

2.5 Once part(s) are returned to our warehouse, subject to inspection on goods conditions, a credit will be issued for returned goods only. Any deduction will be added to the credit note.
Please allow 14 days to complete this process.

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.

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