



Goods returns policy – Purchased Parts



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TRUMPF Ltd

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This Goods returns policy applies only to **physical purchased parts**, no software, software licenses and/or contracts of any kind are included in the below policy.

The below policy only applies to “**Purchased Parts**”. **Purchased Parts** definition - TRUMPF original spare parts, consumables, long life wear parts, Punching tools, Press Tools & Power Tools.

TRUMPF Ltd does not accept any creditable returns beyond 6 months from date of shipment.

TRUMPF Ltd has the right to decline any returns that do not meet its selected Section 1 to Section 6 criteria.

The below return order reasons are defined as standard return conditions by TRUMPF Ltd.

Returns Department contact details: returns.tgb@trumpf.com



TRUMPF Ltd

Goods returns policy – Purchased Parts

Section 1. Not required

- Order reason R1 – Part not needed – Open
- Order reason R2 – Part not needed – Not open

The below conditions must be met irrespective of the initiation of supply

→ IE:

- Whether TRUMPF has advised the part/s via technical service or
 - the customer has purchased them independently.
1. It / they are not “used” and the item is deemed as in a “new” condition. Parts returned in a condition not deemed as “new” can be declined.
 2. It / they have not been superseded by another material number within that time frame making it unsellable in the future, unless advised through TRUMPF technical service and ratified by a “request to quote” and “request to order” via our Service Information System (SIS3)
 3. The material was not **“Made to order”** in the first instance.



TRUMPF Ltd

Goods returns policy – Purchased Parts

Section 2. Incorrect / Defective

- Order reason R3 – Part delivered *incorrect/defective* - Open
- Order reason R4 – Part delivered *incorrect/defective* - Not open

The below conditions must be met irrespective of the initiation of supply

→ IE:

- Whether TRUMPF has advised the part/s or
 - the customer has purchased them independently.
1. It / they are not used.
 2. The packaging has not been opened or damaged in anyway, and any protective seals have not been broken. Not relevant for R3.
 3. The item is deemed as in a “new” condition. Purchased parts returned in a condition not deemed as “new” can be declined.
 4. It / they have not been superseded by another material number within that time frame making it unsellable in the future, unless advised through TRUMPF technical service and ratified by a “request to quote” and “request to order” via our Service Information System (SIS3)
 5. Unless a Free of charge replacement has been supplied to replace the incorrect/ defective item/s. In this instance the goods should be collected by TRUMPF unless it is deemed “un-economical” to do so.
 6. The material was not “**Made to order**” in the first instance.



TRUMPF Ltd

Goods returns policy – Purchased Parts

Section 3. Warranty returns

- Order reason R5 – Check Part Warranty.
- Order reason R6 – Check Machine Warranty.

TRUMPF Ltd will arrange the collection and return of all warranty parts issued under “part” or “machine” warranty. Warranty replacement orders are only possible from our Technical Service Dept and cannot be requested directly by the customer.

Your standard “part warranty” conditions are **12 months from date of shipment**.

The collection of any/all warranty goods should be supported by the customer. It is the customers responsibility to supply the correct contact persons / collection point and any information required to make a successful collection.

TRUMPF Ltd reserve the right to invoice for repeated collection visits beyond the first attempt if incorrect data is provided.

Warranty Exclusions: TRUMPF Consumables & TRUMPF Long life wear parts



Goods returns policy – Purchased Parts

Section 4. X Change system

- Order reason R7 – Check X Change.

The X change system is a customer orientated policy put in place to specifically offer financial protection to the customer over a longer period.

The first 12 months are covered by part warranty but what happens if my part fails beyond that date?

Goods can be returned in subsequent years for “residual” credit based solely on their age. Examples of which can be found on our Xchange system flyer, available from the TRUMPF Ltd Returns Dept.

R7 Check Xchange returns must be accompanied by the correct return’s delivery note stating all required return information that allows the processing of your request. See “return delivery notes” supplied with your goods for details.

The credit under Xchange is a “residual” credit only and cannot be removed from the value of the replacement part in advance. This is due to checking protocols that must be met in the first instance to determine the exact Xchange credit value.

Goods which are supported by the X change system are announced by the below sticker being present on their original packaging. In the event the sticker is not visible you may contact your local Returns Dept for clarification.



How Xchange works:





TRUMPF Ltd

Goods returns policy – Purchased Parts

Section 5. Used for test

- Order reason R8 – Used for test.

The below conditions must be met irrespective of the initiation of supply.

→ IE:

- Whether TRUMPF has advised the part/s via technical service or
 - the customer has purchased them independently.
-
1. The item/s “used for test” can only be returned for credit if the item/s in question have been fitted by a TRUMPF engineer, a 3rd party arranged by TRUMPF Ltd or TRUMPF Ltd have advised the customer they can fit the part themselves.
 2. The item/s being returned have not been damaged in anyway during the “used for test” process and are deemed as in a “new” condition upon return.
 3. It / they have not been superseded by another material number within that time frame making it unsellable in the future, unless advised through TRUMPF technical service and ratified by a “request to quote” and “request to order” via our Service Information System (SIS3)
 4. The material was not “**Made to order**” in the first instance.



TRUMPF Ltd

Goods returns policy – Purchased Parts

Section 6. Performance service agreement “free issue” parts.

TRUMPF Ltd will arrange the collection and return of all “Performance service agreement” related parts issued under that service agreement type.

These TRUMPF spare parts, sometimes referred to as service parts, can be returned under any of the relevant return reasons such as “not needed”, “used for test” etc.

The collection of any/all performance service agreement goods should be supported by the customer. It is the customers responsibility to supply the correct contact persons / collection point and any information required to make a successful collection.



TRUMPF Ltd

Goods returns policy – Purchased Parts

Testing fees

Once goods have been returned it is, on occasion, necessary to test that their functionality is maintained. Should testing fees apply to your return your credit note will be reduced by the cost of the fees.

Re-packaging fees

Purchased parts returned for credit may require repackaging. Unless opened by a TRUMPF engineer or 3rd party arranged by TRUMPF, we reserve the right to charge repackaging fees where necessary.

Made to order Purchased parts

Made to order is determined by the title on your original “quotation” and “sales order confirmation” as shown below. Made to order parts cannot be returned.

Attention: custom-made product!

Please note that this part is specially produced for your order. For this reason, cancellation or return of the part is not possible. Your claims under guarantee and warranty claims remain unaffected.

Return of Purchased Parts

For the avoidance of doubt the return of purchased parts for credit is the responsibility of the customer. Carriage costs incurred for the return of the purchased parts are not credited as part of the return process.

Carriage (Freight) Costs.

Freight costs for the supply of purchased goods are not credited upon the return of the goods.

Collection of Purchased Parts delivered Incorrectly or defective

Goods delivered incorrectly or defective will be collected by TRUMPF unless it is deemed “un-economical” to do so by TRUMPF.