

Returns Procedure

Please report the faulty part(s) to your account manager. You will then be contacted by a member of our Logistics team who will issue an RMA number and advise you of our preferred method of return.

You will need to ensure the part(s) are suitably packaged for shipping and provide the following information:

- Sales order number
- Part number
- Serial number
- Package size and weight
- Contact name
- Contact telephone number
- Collection address
- Collection time

In parallel, if you have requested a replacement item to be supplied a new Covenco sales order will be raised and the part(s) despatched in the normal manner. This new sales order will result in an additional despatch note and an additional invoice. These new documents will reference your original purchase order. Once the faulty part(s) have been received back and checked, a credit will be raised against the first sales invoice.

1.0 RETURNS POLICY

- 1.1 Any goods to be returned by the Customer to Covenco UK Ltd will only be dealt with by Covenco UK Ltd in accordance with the provisions set out in this policy.
 - 1.2 Where the Customer wishes to return goods (for any reason) the Customer should first contact it's account manager at Covenco UK Ltd. Should the problem not be resolved to the Customer's satisfaction the Customer should contact the Operations Director of Covenco UK Ltd. The Customer acknowledges that delays will occur in cases where any of the requested information is not provided.
 - 1.3 Returns Material Authorisation ("RMA"). An RMA number must be obtained from the Covenco UK Ltd before any return will be processed. Goods returned without a valid RMA number are likely to be rejected by Covenco UK Ltd. RMA numbers are valid for 15 days from the date of issue. If the Goods are not returned within 15 days the RMA will be cancelled. If the Customer still wishes to return the goods a new RMA number must be requested. When preparing the goods for return, the Customer must ensure that the RMA number is clearly visible on a label on the outer packaging.
 - 1.4 Incorrectly ordered goods. Incorrectly ordered goods are the responsibility of the Customer. The Customer acknowledges that Covenco UK Ltd is under no obligation to accept the return of incorrectly ordered goods.
 - 1.5 Dead On Arrival ("DOA") Goods. DOA goods are those found to have a fault on delivery. Someone with technical knowledge must confirm the fact that there is a fault and the Customer must provide as much specific technical detail as is reasonably possible. DOA goods must be notified within 7 days of delivery in order to qualify for credit or replacement. Credit or replacement is at Covenco UK Ltd's option and absolute discretion.
- The freight / shipping costs to return DOA goods will be met by Covenco UK Ltd only where a RMA number has been requested and the shipping arrangements have been followed.
- 1.6 Faulty after 7 Days. The fault must be confirmed by someone with a technical knowledge, please be specific. Goods reported as faulty after 7 days but within 1 month from the date of delivery of such goods will be accepted back for evaluation. A decision will then be made to either repair or replace. The Customer acknowledges that no credit or refund will be given except in exceptional circumstances and at Covenco UK Ltd's absolute discretion. Covenco UK Ltd will meet the costs of returning the goods and of sending replacement goods to the Customer.
 - 1.7 No Defect Found ("NDF"). If goods are returned and are found to be of NDF status, a handling / restocking fee of at least £50 or 10% of the sale value, whichever is greater, will be invoiced separately to the Customer. The percentage charged will depend on amongst other things the amount of labour involved in processing the return, together with the condition of the packaging and its contents. Covenco UK Ltd reserves the right to insist on a purchase order covering this cost and the return freight cost before accepting the goods for return.
 - 1.8 Goods Returned Not In Original Condition. Goods returned where the packaging and/or contents are found not to be in original condition are likely to be rejected on arrival. Should Covenco UK Ltd agree to accept such goods at its absolute discretion Covenco UK Ltd reserves the right to impose a handling / restocking fee of at least £50 or 10% of the original sale value. Should items be damaged in transit during their return to Covenco UK Ltd due to insufficient packaging then it is the responsibility of the Customer, and not Covenco UK Ltd to take this matter up with the carriers.
 - 1.9 Packaging and labelling. Where possible, the packaging of the goods being returned should be protected by using an outer cover. The Customer should not write on, or attach labels to, the original packaging itself if this can be avoided. When preparing the goods for return the Customer should ensure that the RMA number is easily visible on a label on the outer covering.
 - 1.10 Notwithstanding clause 1.7 if the goods are found to be faulty but:
 - (a) The fault arises as a result of the Customer's negligence.
 - (b) The fault arises as a result of any misuse, physical damage including but not limited to dropping, spillage or foreign objects or accident.
 - (c) The Customer makes any further use of the Goods after giving written notice of a fault;
 - (d) The fault arises because the Customer has failed to follow the manufactures guide lines whether oral or in writing as to the storage, assembly, use, handling or maintenance of the goods.
 - (e) The fault arises, as a result of any alteration, servicing or repair of the goods not made by Covenco UK Ltd.
 - then Covenco UK Limited may at its absolute discretion refuse the return items.