

 **WORCESTER**



BOSCH

Company Returns Policy 2024



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1. General

As a company our aim is to provide a clear and transparent returns procedure. This returns policy describes the product returns procedure of Bosch Thermotechnology Ltd ('Bosch', 'we', 'us', 'our'), including issues concerning methods of collection and credit.

Merchants must inform Bosch's Returns Department of if they wish to return any Bosch heating and electrification products, accessories or spare parts. Only products on our current merchant price list may be returned.

The merchant's return request must be emailed to: salesspares.returns@uk.bosch.com where the request will be processed by Bosch's Returns Department within 3 working days. A returns delivery note will be generated and emailed to the merchant, and will contain an eight-digit Bosch returns delivery note authorisation number prefixed with the digit '6'. The returns delivery note should be attached to the return shipment and the returns delivery note number should be written on each of the products to be returned and quoted on all future correspondence.

If applicable, collection by Bosch (or its nominated logistics partner) for products and accessories will take place within 10 working days of the return delivery note being issued.

Returns of spare parts must be sent to us by either post or carrier at the merchant's sole cost.

Credit will be issued by Bosch for returned products subject to satisfaction of the requirements set out in this Returns Policy and inspection by Bosch on arrival.

Provided collection does not need to be rescheduled, we aim to ensure the entire procedure from receipt of a merchant's return request for to credit being issued

will take no longer than 28 working days. Please note Bosch will not accept any unauthorised returns. All paperwork must clearly state the Bosch eight digit returns delivery note number. Returned products will only be credited to the branch from where it was originally ordered. If this procedure is not followed and products are returned to us without prior notification or a Bosch eight digit returns delivery note number, we will be unable to issue credit for the products returned.

2. Method of collection or return

2.1 Bosch transport – product & accessory

Products will be collected by Bosch within ten working days of a returns note being raised. Returns of spare parts must be sent to us either by post or carrier at the merchant's sole cost.

Please ensure all products are boxed and palletised appropriately and safely in good time prior to scheduled collection.

The driver will be carrying two copies of the returns delivery note, one of which must be signed by the merchant and given to the driver. The other copy will be signed by the driver and given to the merchant for reference. If a product is unavailable for collection when our transport team attempt collection, you will be notified, and a further collection will be rescheduled within ten working days. If the second attempt is also unsuccessful, the return will be cancelled by Bosch and no further collection attempts will be made. You will be notified of this by email.

Bosch drivers will not collect unauthorised returns. On arrival at the merchant's premises, if the driver does not have the returns delivery note for an outstanding scheduled return, please contact salesspares.returns@uk.bosch.com.

2.2 Products posted or merchant transport returns – product & accessory

Authorised returns will only be accepted when accompanied with a Bosch returns delivery note number. Unauthorised returns will receive no credit.

2.3 Collections – product & accessory

Products will only be collected from the merchant branch/warehouse they were originally ordered from.

3. Credit

Products that are returned to Bosch are inspected upon arrival. Credit is issued in relation to the condition in which the products are received. Credit may be reduced on a proportionate and reasonable basis (in our sole and absolute discretion) if the returned products are damaged or show signs of use or wear and tear. The age of the product will also be considered.

3.1 Products delivered damaged on Bosch transport

Full credit will be given for products delivered damaged on Bosch transport when a copy of the despatch note is emailed to salesspares.returns@uk.bosch.com within 3 working days from date of delivery. If notification has not been received within this period a charge for damage, including labour costs, will be deducted from the end credit value. The labour costs will be charged at an hourly rate determined by Bosch from time to time, which will be subject to annual review.

3.2 Errors with Bosch deliveries

For short deliveries, full credit will be given if a copy of the despatch note is forwarded to salesspares.returns@uk.bosch.com within 3 working days of the date of delivery. Failure to notify us in writing within this time period will result in loss of credit. Despatch notes that have not been signed for or indicate that the products have not been checked will not receive credit. You will be invoiced for over

deliveries which are not returned to us for the value of the delivered products.

3.3 Order cancellations – product & accessory

If written notice of cancellation is received by Bosch prior to despatch full order credit will be issued. If notice of cancellation is received after the products have been despatched a 30% or £300 restocking charge (whichever is lower) per item will apply and section 3.8 below will apply.

3.4 Order cancellations – spare parts

Cancellation of spare part orders can only be accepted in writing and email notification must be received by Bosch on the same day the order is received. Any cancellations that fall outside of this timescale are subject to a restocking charge.

3.5 Refusal of deliveries – product & accessory

Full credit will be given when deliveries are refused by the merchant due to a pre-arranged delivery slot not being adhered to. If, however our despatch department have had a confirmation of a booking in slot and the delivery is refused a 30% or £300 restocking charge (whichever is lower) per item will be applied.

3.6 Refusal of deliveries – spare parts

Refusal of a delivery will incur a 30% or £300 restocking charge (whichever is lower) per item.

3.7 Short deliveries

Full credit will only be issued if a copy of the despatch note is received accompanied by a written confirmation email indicating the discrepancies within 3 working days from the date of delivery. Despatch notes that have not been signed for or indicate that the products have not been checked will not receive credit.

3.8 Returning unwanted stock to Bosch

A standard restocking charge of 30% or £300 (whichever is lower) per item will be deducted from credit, subject to the item being a current product and free from any damage.

Where a product is returned to Bosch credit is at the discretion of Bosch and shall only be provided if the following conditions are met:

- The product is in its original packaging and is in A1 resaleable condition
- The product is undamaged
- The product is under warranty
- Photographs have been provided before sending products back displaying each product and its condition
- The product is from our current merchant price list

In the event the returned product is accepted and meets the above conditions a standard re-stocking fee equal to 30% or £300 restocking charge (whichever is lower) on each returned item will be deducted from the credit. Where the returned item does not meet the above conditions, it will not be accepted as a valid return and Bosch will offer the merchant a scrappage fee. If products are returned without prior from authorisation Bosch's returns department, credit will not be given.

3.9 Faulty or damaged products beyond repair (not including flue kits)

We may offer as credit a scrappage fee of up to £50 per Boiler (in our sole and absolute discretion) for Boilers damaged following delivery.

Products returned with minor aesthetic damage will be issued credit according to a quality report prepared by Bosch following receipt of returned products. This report will incur labour costs that will be deducted from credit issued.

3.10 Discontinued stock

Products and accessories to be returned which are no longer on our merchant price lists will only be accepted for a period of three months after manufacturing of the product has ceased.

Bosch will not accept any obsolete spare parts for return.

3.11 Programmer returns

Full credit will be issued provided the product is within the warranty period. Out of warranty programmers will not receive credit. Bosch will not issue credit for damage to programmers for which Bosch is not liable.

For further information please contact our Returns department on the contact numbers page at the back of this booklet.

Useful numbers

Returns / Discrepancies

Tel: 0330 123 9669

Email: salesspares.returns@uk.bosch.com

Sales

Tel: 0330 123 9669

Email: technical-advice@uk.bosch.com

Spares

Tel: 0330 123 9779

Email: spares.mailbox@uk.bosch.com

Customer Service

Tel: 0330 123 9339

Email: service.mailbox@uk.bosch.com

Technical Support

Tel: 0330 123 3366

Email: technical-advice@uk.bosch.com

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