

## Returns Procedure

### Faulty Items

When a customer informs us, they have a faulty item we always need to establish what the fault is. The fault could be something we could resolve without returning the unit. Turck & Banner will also not take a unit back if we just say the unit is faulty. Please send an email into [technicalsupport@turckbanner.com](mailto:technicalsupport@turckbanner.com) before returning the unit to see if we can do anything to resolve the issue in house.

If it is decided the unit can not be dealt with in house, please contact [technicalsupport@turckbanner.com](mailto:technicalsupport@turckbanner.com) where an RL number will be issued.

Our warranty period is one year – if they item is older than this, we will not take the unit back. Banner does not repair items, but Turck do on occasion.

If the customer just wants a credit we can return the item back to Turck/Banner and then credit the customer. This can take around 1-3 months.

If the customer needs a replacement the customer is best to return the unit for a credit and then order a new unit. This keeps the paperwork clean and means the customer will get a replacement much quicker (normal replacement speed from Turck/Banner is 1-3 months) but the invoice for the replacement unit is held and not assigned to the customers account until a report is received highlighting the fault. Where deemed its customer error a credit will not be issued. Where deemed its product failure of NFF the customer will be issued a credit.

If a replacement has been ordered, they will have to pay for the new unit. The faulty units are returned to us by Banner but will be scrapped FOC by Turck (and will cost extra if the customer wants them back). [Technicalsupport@turckbanner.com](mailto:Technicalsupport@turckbanner.com) will log the return on the returns spreadsheet and put a meeting note for the customer on CRM.

### Returning New items

If a customer wants to return new items for a credit, please contact [enquiries@turckbanner.com](mailto:enquiries@turckbanner.com) for a RL number.

The items must be new with all packaging (no writing or labels on boxes) and fixings etc.

Not all items can be returned – examples of these are Turck barriers or customer specific items. If you contact [enquiries@turckbanner.com](mailto:enquiries@turckbanner.com) to establish if they're returnable.

We can only return items to Turck and Banner which were purchased less than a year ago.

If the customer has decided to return the units and it was not mis sold etc., we will normally apply a handling fee between 20-30% depending on the customer and situation.

The credit for the returned units will normally take between 1-3 months for both Turck & Banner.

The return will be logged using the company procedure.