



Distributor Brief

RETURNS

Carrier Collections (Goods from 30kgs and over on a pallet)

- Please be aware that a Returns Authority number (or R/A number) must be obtained before any goods are returned to ESAB
- There will be no 'to order only goods' accepted for return unless it has been agreed internally with exceptions being complaints, warranty etc
- Please always send a copy of the Paperwork with goods (This will be Emailed to you when the R/A is raised)
- All goods being returned must be in a good saleable condition with no tape or external marking on the packaging, If goods are returned in a non saleable condition they will be returned to you at your cost or scrapped with no credit issued
- Items will be collected within 2 – 3 working days of the R/A being raised (please make sure the goods are available for collection) and any standard returns to stock will be credited within 3 – 4 working days any other returns may take longer e.g. items under complaint or damaged

Carrier collections (Parcels under 30kgs)

- Please be aware that a Returns Authority number (or R/A number) must be obtained before any goods are returned to ESAB
- There will be no to order only goods accepted for return unless it has been agreed internally before an R/A is raised
- Please always send a copy of the Paperwork with goods (This will be Emailed to you when the R/A is raised)
- You will then be contacted within 48 hours with the carriers collection reference
- All goods being returned must be in a good saleable condition with no tape or external marking on the packaging, If goods are returned in a non saleable condition they will be returned to you at your cost or scrapped with no credit issued
- Items will be collected within 3 – 4 working days (please make sure the goods are available for collection) and standard returns to stock will be credited within 4 – 5 working days any other returns may take longer e.g. under items under complaint or damaged

Customer returns

- Please be aware that a Returns Authority number (or R/A number) must be obtained before any goods are returned to ESAB
- All goods must be returned to our Warehouse at the following Address

ESAB Group (UK) Ltd
UNIT 20 MEAD PARK IND EST
RIVER WAY
HARLOW
ESSEX
CM20 2SE
FAO GOOD IN

- A copy of the returns paperwork must be sent with the goods (which will be Emailed to you)
- All goods being returned must be in a good saleable condition with no tape or external marking on the packaging, If goods are returned in a non saleable condition they will be returned to you at your cost or scrapped with no credit issued
- As a Standard collection we will endeavour to collect goods within 3 – 4 working days so it would be greatly appreciated if all goods being returned by yourselves could also be sent within the same time frame
- **If there are no goods received within 10 days or we have had no confirmation that the goods are being returned the R/A will be cancelled and you will need to contact us for a new R/A reference**
- **Please do not send any goods back to us without being issued a valid R/A reference or the goods may be lost in which case no credit will be issued**

Goods being returned under complaint

- All goods must be inspected by an Esab Representative before being returned
- All goods must have a complaint form filled in and sent to our customer service desk an R/A will then be raised and Emailed to you
- Once the goods are back in our warehouse they will then follow our internal complaints procedure with a credit being raised dependant on the results of our internal testing