

## **Return Shipments**

E.031720.v2

Return shipments may be returned only if authorized by Tapetex in writing, which may be given or withheld in its sole discretion.

### **No returns are accepted in case of**

- After 60 days date of invoice.
- Deliveries under 50 linear meters (55 linear yards).
- Roll is a cut length.
- Roll(s) cut by the customer.
- Product where Tapetex does not have stock left in the same production lot.
- Product out of a samplebook which is discontinued or will be discontinued within 3 months.
- Product which has been specially processed in any way at the customer's request.

### **Return application**

The customer has to detail:

- Original invoice number and date.
- Quality, production/roll number(s), linear meters or linear yards.
- Reason for return.

### **Return Authorization Number (RAN-Number)**

If Tapetex agrees with the return a RAN-Number is issued and the conditions are:

- The return must be effected within 2 weeks after the date RAN-Number.
- Goods must be well packed and insured for invoice value.
- Return through a courier service prepaid delivered free warehouse Helmond.
- A proforma invoice to be issued by the customer and submitted to Tapetex for approval prior to shipping out.

One copy with the consignment and one copy to info@tapetex.com.

- Any additional costs, duty and taxes charged to Tapetex are charged back to the customer.
- After receipt goods will be inspected. If okay a credit will be issued less 35% re-stocking fee.