

TVH MALAYSIA SDN. BHD. GUIDELINES ON PRODUCT RETURNS

EFFECTIVE FROM JANUARY 11 2021
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PARTICULAR REQUIREMENTS RELATING TO:
TVH MALAYSIA SDN. BHD.
(COMPLAINTS, TAKE BACK OF PRODUCTS, SERVICE EXCHANGE PARTS)

Maximum registration term for Product Complaints : 90 days

Minimum Product value per unit for Take Back : 25 MYR

Maximum return period after receipt of Return Authorization (RA) : 90 days

Take Back applications: Administrative **surcharges**

- Take Back applications logged within 14 days : 10 %
- Take Back applications logged between 14 & 60 days : 15 %
- Take Back applications logged between 60 & 90 days : 25 %

Take Back applications: Administrative **reductions**

- Take Back applications logged online : - 5 %
- Products returned with Return Authorization within 14 days : - 5 %

Please note that:

- The total of Administrative surcharges & reductions can never go below 0%
- Take Back of Products returned to TVH in non-conform packaging: + 5%
- Products returned to TVH without Return Authorization Documentation will be subject to an additional surcharge

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