

A large red banner with white text that reads 'TVH NEW ZEALAND LTD GUIDELINES ON PRODUCT RETURNS'. The background of the banner shows a stack of cardboard boxes, some with 'FRAGILE' labels, and a forklift in the background.

TVH NEW ZEALAND LTD GUIDELINES ON PRODUCT RETURNS

EFFECTIVE FROM OCTOBER 1 2020
PUBLICATION DATE SEPTEMBER 15 2020

PARTICULAR REQUIREMENTS RELATING TO:
TVH NEW ZEALAND LTD
(COMPLAINTS, TAKE BACK OF PRODUCTS, SERVICE EXCHANGE PARTS)

Maximum registration term for Product Complaints : 30 days

Minimum Product value per unit for Take Back : 11 NZD

Maximum return period after receipt of Return Authorization (RA) : 30 days

Take Back applications: Administrative **surcharges**

- Take Back applications logged within 7 days : 10 %
- Take Back applications logged between 7 & 14 days : 15 %
- Take Back applications logged between 14 & 30 days : 20 %

Take Back applications: Administrative **reductions**

- Take Back applications logged online : - 5 %
- Products returned with Return Authorization within 14 days : - 10 %

Please note that:

- The total of Administrative surcharges & reductions can never go below 0%
- Contrary to what is provided in the General Guidelines on Product Returns, TVH New Zealand Ltd does not accept Return of any electrical and electronic Products in unsealed or opened packaging.

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