



FRAGILE

FRAGILE

# TVH PARTS NV GUIDELINES ON PRODUCT RETURNS

**EFFECTIVE FROM MAY 17 2021**  
**PUBLICATION DATE APRIL 12 2021**

**PARTICULAR REQUIREMENTS RELATING TO:  
TVH PARTS NV  
(COMPLAINTS, TAKE BACK OF PRODUCTS, SERVICE EXCHANGE PARTS)**

Maximum registration term for Product Complaints : 90 days

Minimum Product value per unit for Take Back : 10 EUR

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

**TVH PARTS HOLDING NV**

Brabantstraat 15 • 8790 Waregem • Belgium  
T +32 56 43 42 11 • F +32 56 43 44 88 • info@tvh.com • www.tvh.com  
BTW BE 0822 308 590 • RLP Gent – division Kortrijk 0822 308 590  
BNP Paribas Fortis 001-6023731-10 • IBAN BE41 0016 0237 3110 • SWIFT/BIC GEBABEBB