

A black and white photograph of a forklift carrying several boxes. The boxes are stacked and have 'FRAGILE' labels with icons of a glass, a wine glass, and an umbrella. The forklift is in the background, and the boxes are in the foreground. A red banner is overlaid on the right side of the image, containing the title text.

TVH MIDDLE EAST GUIDELINES ON PRODUCT RETURNS

EFFECTIVE FROM MAY 17 2021
PUBLICATION DATE APRIL 12 2021

PARTICULAR REQUIREMENTS RELATING TO:
TVH MIDDLE EAST
(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 MIDDLE EAST

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