

TVH RUS LLC GUIDELINES ON PRODUCT RETURNS

PARTICULAR REQUIREMENTS RELATING TO: TBX PУC, LLC / TVH RUS, LLC (COMPLAINTS, TAKE BACK OF PRODUCTS, SERVICE EXCHANGE PARTS)

Maximum registration term for Product Complaints : 3 months

Minimum Product value per unit for Take Back : 250 RUB

Take Back applications: Administrative **surcharges**

- Take Back applications lodged through TVH Quick Source : 12 %
- Take Back applications lodged through other channels : 15 %
- Take Back of printed circuit boards returned to TVH
in non-sealed packaging : 20 %

TVH RUS LLC

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