



Returns Policy

Dear Valued Customer

We wish to inform you that our stock returns policy will change with immediate effect. This in aid of improving our overall customer service and to streamline our processes to be in line with that of our suppliers and partners in industry. In-order to assist our customers with the new Returns Policy, we would like to provide you with the following guidelines in the event goods are to be returned.

Note: The Goods Return application form can be obtained from our Web site, our sales administrators, or driver for your convenience.

For Goods Returned immediately upon delivery.

- The application form must be completed by the customer and accompany the relevant stock and invoice.
- The Goods Returns application must reflect all the requested information and be completed as comprehensively as possible.
- Once the application is received by PTP, the customer will be notified within 48 hours of the outcome of the application.
- On investigation and once the application has been approved for credit, and it is determined that the goods were incorrectly ordered as a result of no fault of Powertool Plus then a standard handling fee of 15% of invoice value shall apply.

For Goods Delivered and only inspected at a later stage.

- A Goods Return application form must be completed by the customer and mailed to Powertool Plus strictly within **5(five) working days** of receiving the goods.
- For requests for any goods to be returned outside the **5(five) working day** policy will not be accepted.
- The Goods Return application must be completed as comprehensively as possible with all the required information and reasons for return.
- On collection, the goods must be returned in its original packaging, in full quantity as specified on the packaging and invoice.

- Once the completed application and invoice is received, the application will be processed and within **48 hours** the customer will be notified of the outcome.
- Once an application is approved, the relevant stock will be uplifted within **24 hours** of approval.
- Please note that once an application is approved for a return, outside fault of Powertool Plus or its suppliers, it will carry a 15% handling fee and a R350 collection fee.

Non- Stock (Specially Manufactured/ Imported Goods) Returns Policy

The following process will be applicable;

- Customer requests a quote from our internal sales team.
- As a pre-requisite, full details and specifications of the item/s required must be forwarded in writing to our internal sales eg. Drawings, Specifications, Size, Type, Model etc.
- Our internal sales will inform you of special manufacturing requirements and delivery times prior to taking the order.
- Once a confirmed order is received we will order the goods and deliver to you within the specified delivery times as per our quotation.
- Upon delivery or within the 5 working day policy should the customer wish to return the goods for whatever reason, the returned goods will not be accepted nor any credits will be passed unless valid proof that the goods were incorrectly supplied and do not meet the specification as provided.
- If the goods were incorrectly purchased and delivered to the customer then, the associated costs for replacement shall be borne by PTP.
- Should there be an opportunity for the rejected goods to be sent back to the supplier then all costs for collection and return to supplier and replacement thereof will be borne by the customer.
- If, rejected goods were specially manufactured for you according to the specifications supplied and cannot be returned to the supplier we will unfortunately not be able to take back the goods nor pass a credit.
- Should the product be locally sourced and our supplier/s agree and accept the goods to be returned on condition a surcharge be paid, the cost thereof will be borne by the customer.

Under no circumstances will our drivers be authorized to uplift goods outside the parameters of this policy and without any approval.

We hope you will support us in this initiative and should you require further information please feel free to contact us. We thank you for your continued support and understanding.