

RETURNS POLICY

- 1) Prior to returning any goods to Albright, an authorisation CRN (**C**ustomer **R**eturns **N**umber) must be requested from the RMA Department (rma@albrightinternational.com).
 - a. The request to return an item should be accompanied with a detailed description of the failure mode.

Please include;

- i. Full Albright part number
 - ii. Quantities affected
 - iii. Date of manufacture WW/YY code from switch identification Label
 - iv. Defect description, photos as necessary
 - v. Purchase Order number if known
- 2) CRN reference will be raised within Albright QA system and advised to the customer in a timely manner. Once provided the goods must be returned to our Whitchurch address as stated below:

FAO: Returns Department
Albright International Limited
Evingar Trading Estate, Ardglen Road
Whitchurch, Hampshire
RG28 7BB
England
Telephone No.- +44(0)1256 893060

- a. In addition to this, when returning the goods to Albright, the paperwork / commercial invoice must clearly state the following:
 - Customs Returns Number in format of CRNxxxx
 - If outside of the EC - Customs Procedure Code: CPC Code 51 00 01
- 3) It is the customer's responsibility to ensure that the goods being returned are packaged in a suitable manner to reflect the mode of transport as not to allow damage. Any damage found resulting from unsuitable packaging may incur costs or invalidate the warranty.
- 4) Once a CRN reference has been provided it must be stated, along with the complete Albright Part Number and any Customer Claim Number, on all subsequent correspondence.
- 5) After receipt of goods, the RMA department will conduct an investigation and report of findings will follow.

Failure to comply with this procedure may result in delays, loss or rejection of delivery.

Albright Electro-Mechanical (Shanghai) LTD, Building 295, Taogan Road, Sheshan Town, SongJiang District, Shanghai, CHINA..

阿尔布莱特机电（上海）有限公司 · 上海市松江区佘山镇陶干路295号

General TEL: +86-21-57669181 ; Sales TEL: +86-21- 57669507

saleschina@albrightinternational.com

technical@albrightinternational.com

<http://www.albrightinternational.com>

RETURNS POLICY退货政策

- 1) Prior to returning any goods to Albright Electro-Mechanical (Shanghai) Ltd, an authorisation CRN (Customer Returns Number) must be requested from the RMA Department (rma@albrightinternational.com).

退货至阿尔布莱特机电（上海）有限公司之前，您须先申请由阿尔布莱特RMA部门(邮箱地址rma@albrightinternational.com)所授权的CRN编号（客户退货编号）。

- a. The request to return an item should be accompanied with a detailed description of the failure mode.申请退货应当附上故障模式的详细描述：

Please include; 请包含：

- i. Full Albright part number完整的阿尔布莱特的型号（产品标签上有显示该信息）
- ii. Quantities affected受影响的数量
- iii. Date of manufacture WW/YY code from switch identification Label产品标签上显示的产品制造日期“周周/年年”
- iv. Defect description, photos as necessary不良现象描述，必要时提供照片
- v. Purchase Order number if known采购订单号码，如果知道

- 2) CRN reference will be raised within Albright QA system and advised to the customer in a timely manner. Once provided the goods must be returned to one of the two addresses below, which have already been agreed by both parties in previous communications.

客户退货编号将在阿尔布莱特的质量保证系统里产生，并会及时告知客户。一旦提供，须将要退回的货物退回到之前与您沟通的双方已经达成一致的下面两个地址中的一个：

Shanghai address 上海地址	<p>FAO收件：Returns Department退货部 Albright Electro-Mechanical (Shanghai) Ltd 阿尔布莱特机电（上海）有限公司 Building 295, Taogan Road, Sheshan Town, SongJiang District, Shanghai, CHINA. 上海市松江区佘山镇陶干路295号 Postcode邮编：201602; Tel电话：+86-21-57669181.</p>
Headquarter address 总部地址	<p>FAO: Returns Department Albright International Limited Evingar Trading Estate, Ardglen Road Whitchurch, Hampshire RG28 7BB England Telephone No.- +44(0)1256 893060</p>

- 3) It is the customer's responsibility to ensure that the goods being returned are packaged in a suitable manner to reflect the mode of transport as not to allow damage. Any damage found resulting from unsuitable packaging may incur costs or invalidate the warranty.

由客户负责，确保把所退货物采用适合相应运输方式的包装方法进行包装，以避免破损。任何发现的由不恰当的包装造成的损毁都可能引发成本或者致使质保失效。

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- 4) Once a CRN reference has been provided it must be stated, along with the complete Albright Part Number and any Customer Claim Number, on all subsequent correspondence.

客户退货编号一旦提供·必须和完整的阿尔布莱特型号及任何客户抱怨编号·在随后的通信中写明。

- 5) After receipt of goods, the RMA department will conduct an investigation and report of findings will follow.

收到退货后·RMA部门会对退货产品开展相应的调查并随之报告结果。

Failure to comply with this procedure may result in delays, loss or rejection of delivery.

不符合此流程的退货可能会导致延迟、遗失或者拒绝退运。