

RETURNS POLICY

- 1) Prior to returning any goods to Albright, an RMA (**R**eturns **M**aterials **A**uthorisation) must be requested from the Returns 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) RMA reference will be raised within Albright customer returns management 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:
 - If within the UK;
 - RMA reference provided
 - If outside of the UK;
 - RMA reference provided
 - Customs Procedure Code: CPC Code 51 00 01
 - EORI number: GB216004516000
- 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 so as not to allow damage. Any damage found resulting from unsuitable packaging may incur costs or invalidate the warranty.
- 4) Once an RMA 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 Returns 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 RMA (**R**eturns **M**aterials **A**uthorisation) must be requested from the returns Department (rma@albrightinternational.com).

退货至阿尔布莱特机电（上海）有限公司之前，您需先向阿尔布莱特退货部门(邮箱地址 rma@albrightinternational.com)申请 RMA（退货授权）。

- 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) RMA reference number will be raised within Albright customer returns management 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. RMA 参考号码将在阿尔布莱特的客户退货管理系统里产生，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	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.
Headquarter address 总部地址	FAO: Returns Department Albright International Limited Evingar Trading Estate, Ardglen Road, Whitchurch, Hampshire, RG28 7BB, England Telephone No.- +44(0)1256 893060

- 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。
- 4) Once an RMA has been provided it must be stated, along with the complete Albright Part Number and any Customer Claim Number, on all subsequent correspondence.
RMA 一旦提供，必须和完整的阿尔布莱特型号及任何客户拒收编号，在随后的通信中写明。

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

收到退货后，退货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。

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 RG28 7BB
 England
 Telephone No.- +44(0)1256 893060

- 3) RMA reference number will be raised within Albright customer returns management system and advised to the customer in a timely manner. Once provided the goods must be returned to the address below.

Pune address	FAO: Returns Department Albright Electromechanical India Pvt Ltd Plot No Pap-W-21, Chakan Industrial Area Phase-2, Varale, Taluka – Khed District - Pune, 410501, India Tel: + 91 73910 86475
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- 4) 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 so as not to allow damage. Any damage found resulting from unsuitable packaging may incur costs or invalidate the warranty.
- 5) Once an RMA reference has been provided it must be stated, along with the complete Albright Part Number and any Customer Claim Number, on all subsequent correspondence.
- 6) After receipt of goods, the Returns Department will conduct an investigation and report of findings will follow.

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