

All products to be returned to Syveco require a **Goods Return Document (GRD)** validated by Syveco. Without this document, no goods shall be accepted in return. In order to obtain this document, please contact us so we can send you a specific **Return Authorisation Form (RAF)** or you can download it from our website at www.syveco.com.

- Please fill in the RAF and send it back to one of the following addresses:
- For new products, please contact: info@syveco.com
- For defective products, please contact: quality@syveco.com

Packaging: Any goods returned should be packed carefully in order to avoid any damage during transport.

Transport: Once you have the GRD, please ship the products together with the GRD to the following address:

SYVECO - 107 rue du Ruisseau 38070 Saint-Quentin-Fallavier - France

Our goods return policy is in accordance with our General Conditions of Sale. Please refer to Chapter **5.5 Returns**.

Please find hereafter the different procedures that may apply depending on your situation:

New product return

• In case of an error by Syveco

Syveco will organise the return of the goods by its own means and at its own expense.

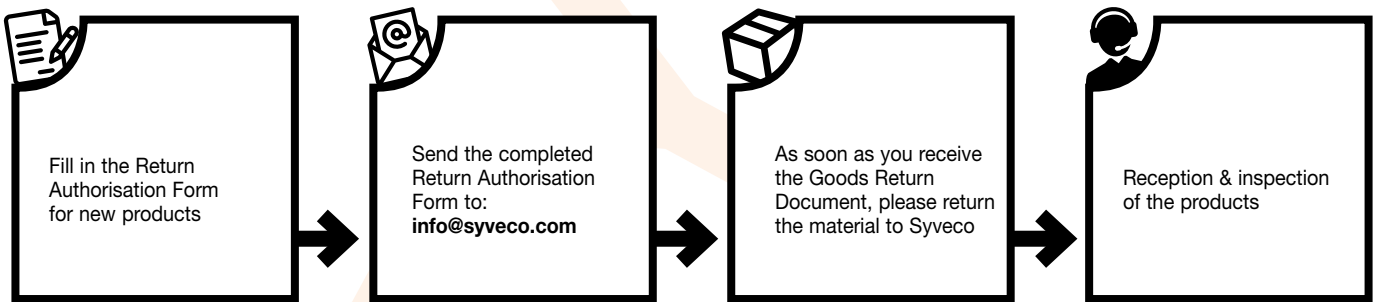
• In case of an error by the customer

Syveco will give its agreement for the return of the goods. In that case, a deduction of at least 30% is applied. **The customer** will organise the return of the goods by its own means and at its own expense. The acceptance of the returned goods is subject to prior inspection & validation.

• In case of new material or packaging damaged during expedition

	If you refuse the goods	If you accept the goods
1) Mention →	Mention the refusal on the bill of delivery	Mention the appropriate reserves on the bill of delivery
2) Confirm →	Confirm your refusal to the transporter by registered letter with acknowledgment of receipt	Confirm your reserves to the transporter by registered letter with acknowledgment of receipt
3) Send →	Please send us a copy of the letter	
4) Contact →	Contact Syveco, we will take care of the replacement of the damaged goods or parts	

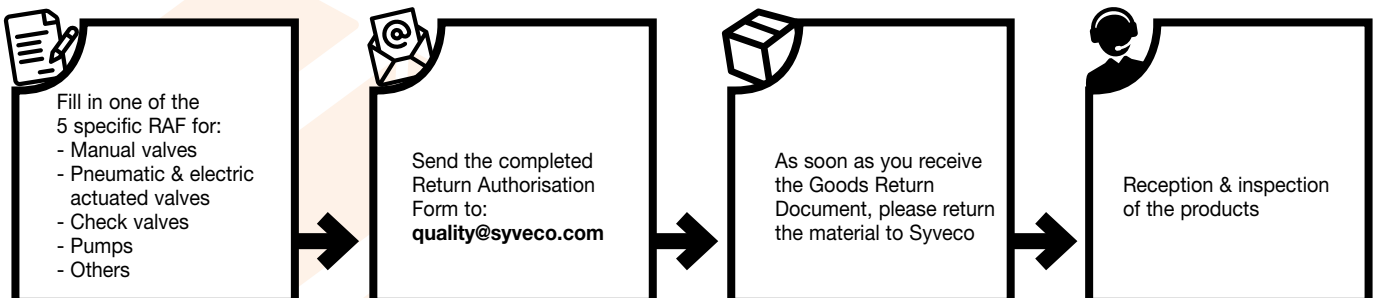
→ Procedure for new product return



Defective product return

For defective products, Syveco will proceed with the inspection of the returned goods and will contact you in return with a decision and/or recommendations.

→ Procedure for defective product return



Please be aware that in case of missing information, the handling of your claim may be delayed.