

Conditions for return of products to Ahlsell

As a Customer of Ahlsell it is possible to return purchased Products if the conditions below have been fulfilled and under the applicable conditions for returns

1. Qualifications for Returns

- The Product must be purchased from Ahlsell
- The packaging must be original and undamaged and packaged must be unopened
- The Product must be marketable, undamaged, complete and saleable
- Bundles must be unbroken and traceability must be available
- Steel and Metals cannot be returned to Ahlsell's shops
- Return of Products is subject to prior agreement with Ahlsell
- Invoice or order number and any reference number must always be stated
- The return shipment must state the return number and potentially the freight label if this is provided by Ahlsell
- The return shipment must always be specified and must be sorted in relation to product type or product number
- Collection fees according to Ahlsell terms and conditions of sale and delivery "List of current fees"

2. Conditions for Returns

The following conditions and payments apply to return of Products to Ahlsell such as Stock Goods (meaning Products which are physically stocked at Ahlsell's warehouse in Billund), Special Order Items (meaning Products that Ahlsell does not stock but which Ahlsell may deliver to the Customer by agreement) and Stock Goods in Shops (meaning Products purchased in Ahlsell's shops). The following conditions are divided into "Steel and Metals" and Other Products".

Returns fee		0 % of purchase price	5 % of purchase price	20 % of purchase price	Minimum product value per return	Minimum customer payment per return
Other products	Stock Goods	-	0-14 days from the time of delivery	15-90 days from the time of delivery	DKK 300	DKK 200
	Stock Goods in Shops	0-2 days from the time of delivery from Shop	3-14 days from the time of delivery from Shop	15-90 days from the time of delivery from Shop	DKK 0	DKK 200 (not applicable 0-2 days from the time of delivery from Shop)
	Special Order Items	-	-	0-90 days from the time of delivery	DKK 1000	DKK 200
Steel and Metals	Stock Goods	-	-	0-14 days from the time of delivery	DKK 3500	DKK 500

Special order items no longer stocked at Ahlsell's warehouse or Shop can only be returned if Ahlsell's own supplier will accept the return. Special order items will, added to the deduction in the table above, be deducted by any charge of any fee determined by Ahlsell's own supplier. Returned products that do not comply with the conditions for return will be disposed and the Customer will

pay the cost. The above conditions and payments for returns also apply to Direct Deliveries (meaning delivery of Products directly from Ahlsell's supplier to the Customer).

Stock Goods with a value under the minimum value limit cannot be returned. Products classified as dangerous goods are not returnable unless they are refrigerants. Stainless Steel with a width 2 mm or less, ventilations pipes, schist, zinc and copper, aluminum, gutters and products shaped on customers demand or other Special Order items or items that are no longer defined as Stock Goods cannot be returned.

3. Handling of the Products returned

Within 15 days from the receipt of returned Stock Goods Ahlsell will send a credit note to the Customer equal to the originally invoiced amount less the payment for the return as fixed above.

Within 30 days from the receipt of returned Special Order Items Ahlsell will send a credit note to the Customer equal to the originally invoiced amount less the payment for the return as fixed above. This period may be extended as a consequence of long procedure times with Ahlsell's suppliers.