

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 and crediting.

1. Qualifications for Returns

- Return of Products is subject to prior agreement with Ahlsell
- Collection fees according to Ahlsell's terms and conditions of sale and delivery "List of current fees".
- Return of Steel and Metals as well as certificate-based Products requires that bundles are unbroken and traceability is intact.
- Steel and Metals cannot be returned to Ahlsell's shops unless the Product is stocked in the relevant shop.
- Dangerous goods are not returned to the warehouse but can be handed in at the store
- Exchange cylinders with refrigerants are only accepted in selected stores

There is no fee for returns delivered to an Ahlsell shop. However, large quantities, e.g., from construction sites, may not be returned through the shops. In such cases, the Customer may be referred to return the Products directly to the warehouse, in which case the Customer shall bear the cost of collection.

2. Qualifications for Crediting

- The Product must be purchased from Ahlsell.
- The Product must not be of a type that Ahlsell does not credit, including:
 - Foods
 - Stainless steel pipes with wall thickness ≤ 2 mm
 - Ventilation pipes
 - Schist
 - Zinc, copper and brass sheets
 - Lead sheets and lead rolls
 - Aluminum products
 - Gutters and downpipes
 - All materials or Products customized or otherwise processed or specially ordered to customer specifications
 - Products where it was clearly stated at the time of sale that they are non-returnable
- The Products must be marketable, undamaged, complete and saleable.
- The packaging must be original and undamaged and packaged must be unopened.
- The Product must be returned within the applicable deadlines.
- Invoice or order number and any reference number must always be stated.
- The return shipment must state the return number issued by Ahlsell and 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.

If the return shipment is not specified at item level, a handling fee of DKK 29 per line will be charged in addition to the additional applicable return and credit conditions.

3. Conditions for Returns and Crediting

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) and Special Order Items (meaning Products that Ahlsell does not stock but which Ahlsell may deliver to the Customer by agreement, either directly or via warehouse).

Return and Crediting		0% return deduction	20% return deduction	Not returnable	Minimum payment
Products excluding Steel and Metals	Stock goods returned to warehouse	0-10 working days from delivery	11-120 working days from delivery	Over 120 working days from delivery	-
	Stock goods returned to shop	0-10 working days from pickup date	11-120 working days from pickup date	Over 120 working days from pickup date	-
	Special order items	-	0-120 working days from delivery	Over 120 working days from delivery	DKK 499 + costs charged by supplier
Steel and Metals	Stock goods returned to warehouse	-	0-10 working days from delivery	Over 10 working days from delivery	DKK 499

**Rates and payments in the table above apply per return case. If return goods from multiple deliveries are combined, it will only count as one return case.*

Special Order Items or Products no longer stocked at Ahlsell or the relevant shop may only be credited if a return agreement exists between Ahlsell and its supplier. Any deduction or charge imposed by Ahlsell's supplier will be borne by the Customer.

4. Handling of the Products returned

Ahlsell will issue a credit note within 15 working days of receiving returned Stock Goods, equivalent to the lowest invoiced price for the Product within the last 120 working days before return, deducted the applicable return fee, cf, the table. The lowest price will be determined with reference to any stated case number/requisition number/invoice number.

For returned Special Order Items, Ahlsell will issue a credit note within 30 working days from receipt, corresponding to the original invoiced amount minus the above mentioned return charges. This period may be extended due to longer processing times by Ahlsell's suppliers.

If a Customer returns Products in violation of the return conditions, the Customer is not entitled to have the Products returned. However, Ahlsell will contact the Customer regarding possible return of the goods if the value and/or condition of the Products are such that it makes sense in relation to the costs and risks involved. If the Customer does not respond to a request for return within 10 business days, ownership of the Products will transfer to Ahlsell. If the Customer chooses to have the Products returned, the Customer will bear the shipping costs for this, according to Ahlsell's business terms 'Overview of current surcharges'.