

Return policy – return of goods to Autronica Fire and Security AS

ALL returns must be agreed in advance. Furthermore, all returns and any subsequent requests will be identified by the RMA number that is assigned to the return.

The return policy is as follows:

1. Always contact Autronica Fire and Security AS>Returns department before returning goods (refer to Contact Information on next page)
2. The Returns department will provide an RMA number and a form (AFS-09501E) that is to be printed out, completed with all relevant information and attached to the returned goods
3. Upon receipt by Autronica, the returned goods will be controlled by the returns coordinator, and provided that the required information is filled in, the return of goods will be processed
4. The RMA number, referred to in section 2, is valid for 30 days (for exported goods, 45 days apply). If the returned goods are not received by this deadline, the number will be deleted.
5. In cases where the customer wants or needs new items immediately, a new sales order line and invoice will be created. Possible credit notes for defective products will be evaluated when the returns have arrived and have been controlled.
6. If no product failure can be found during the control, a credit will not be issued, and the product will be returned to the customer by agreement. The customer will be responsible for the return shipping charges.

Prerequisite for the return of surplus material or incorrect orders

Unless otherwise agreed in writing with Autronica's sales department (NOTE: special agreements must be specified), any returns shall be processed according to Autronica's terms of sales and delivery, including the following:

- 30% deduction on the return of goods in unopened / undamaged packaging
- No returns on customer-specified/customized items
- Returned goods with opened/damaged or inadequate packaging will not be credited. They will be returned to the customer by agreement and the customer will be responsible for the return shipping charges.
- Customers are responsible for the transportation and shipping charges of the returned goods.

All returns without a completed return form will be rejected and returned to the sender address. The customer will be responsible for the return shipping charges.

Contact information for returns

Products delivered from Trondheim

(Detection and alarm)

Name:	Autronica Fire and Security AS
Contact:	Return/goods receipt
Telephone:	+47 90 90 55 00
Email:	returnrepair@autronicafire.no

Products delivered from Tønsberg

(Suppression, Gas sampling, Gauge sensors)

Name:	Autronica Fire and Security AS
Contact:	Return/goods receipt
Telephone:	+47 90 90 55 00
Email:	returnrepair@autronicafire.no

Delivery address

Autronica Fire and Security AS
Return/goods receipt
Bromstadveien 59

Delivery address

Autronica Fire and Security AS
Goods receipt
Stalsbergveien 9