NHP Returns Guide

> How to lodge a return

Please lodge your return request via the NHP website **nhp.com.au/Returns**

Goods cannot be returned to NHP until you have obtained a Return Merchandise Authority (RMA) from NHP.

Goods must be received by NHP within 14 days of the RMA being issued otherwise the RMA will be cancelled.

Return requests can be made for the following reasons:

Return Period	Return Reason	Description
60 Days	Incorrectly Supplied	Goods match to the invoice however were not as per the customer order
	Incorrectly Quoted	Items that were purchased on NHP's advice but did not meet the customer's specification
	Wrong Goods	Invoice is correct as per customer's purchase order, however the delivered goods do not match what was invoiced
	Short Supply	Goods were invoiced however shipment is missing items
	Over Supply	Goods have been received that were not invoiced or ordered
	Damaged Goods	Upon opening packaging, the product inside the box is damaged. Damaged goods must be reported to NHP within 7 days of delivery.
	Duplicate Order	Multiple shipments of the same customer purchase order have been supplied on different invoice numbers
	No Longer Required	Goods are no longer required due to a change of mind, design or customer cancellation
Faulty Goods		Goods that have failed or missing components (not to be confused with Damaged Goods)
Dead on Arrival		Allen-Bradley / Rockwell Automation items failed within 24 hours of power being applied to it. **(REQUIRES ROCKWELL AUTOMATION APPROVAL PRIOR TO RETURN)**

> How to package and return goods to NHP ?

All stock returns in Australia will need to be delivered to one of the below NHP locations (during business hours):

FOR FASTEST TURNAROUND SEND TO:

NHP Electrical Engineering Products Pty Ltd
Door 2 Receiving
104-106 William Angliss Drive
Laverton North
VIC 3026

ALTERNATIVELY send to: * **NHP Electrical Engineering Products Pty Ltd**

Warehouse Receiving	**Warehouse Receiving**	**Warehouse Receiving**
38 Belmont Avenue	**16 Riverview Place**	**30-34 Day Street North**
Rivervale	**Murarrie**	**Silverwater**
WA 6103	**QLD 4172**	**NSW 2128**

* All goods are forwarded to Laverton (Melbourne) for processing. Goods sent directly to Laverton will achieve the fastest turnaround.

NOTE: Returns cannot be accepted at other NHP locations or via NHP sales representatives.

Goods that are not accompanied by a pre-approved RMA will not be accepted.

When returning stock, goods must be in their original packaging which is not damaged, marked or soiled. Please follow the packing guidelines below as your return request may be declined.

> How should items be packaged for return to NHP?

Goods should be returned in their original packaging, **securely packed inside another cardboard box**. This will assist in protecting the original packaging during transit as well as provide a surface for freight stickers to be adhered to. Please include a copy of your pre-approved RMA inside your package.

Goods will **not** be accepted if:

• Original packaging is missing
• Original packaging has labels, stickers, tape or markings/writing on it
• Original packaging is damaged, marked, soiled or faded
• Goods have been used or **are damaged**
• There are missing parts, such as screws or clips
• Pre-approved RMA paperwork is not included with package
• Factory seals are broken

✔ Accepted

✔ Products protected with bubble wrap or packing material inside an outer carton

✔ Freight stickers adhered to outer carton, not product packaging

✔ Additional cardboard wrapped around product packaging, allowing freight stickers to be adhered to outer carton

✘ Declined

✘ Product packaging is damaged, has freight labels or markings on it.

✘ The strapping is cutting into the packaging.

✘ Product packaging has freight labels and permanent markings on it.

✘ Product packaging has been permanently marked

✘ Broken factory seal

Goods will be **declined** if:

• Original packaging is missing

• Original packaging has labels, stickers, tape or markings/writing on it

• Original packaging is damaged, marked, soiled or faded

• Goods have been used or **are damaged**

• There are missing parts, such as screws or clips

• Pre-approved RMA paperwork is not included with package

• Factory seals are broken

> FAQs

Where can I view NHP's full returns policy?

A copy of NHP's Conditions of Sale can be viewed on our website **nhp.com.au/Conditions**

What is NHP's returns process?

A Return Merchandise Authority (RMA) must be obtained **prior** to goods being returned for refund, repair or replacement. Please lodge your return request via the NHP Website **(nhp.com.au/Returns)**.
You will receive an email with a reference number confirming receipt of your request. If your request meets NHP's return terms you will be provided with an RMA for return of the goods together with instructions on where to send the goods. Goods are only to be delivered to NHP locations identified on page 3.

Goods must be received by NHP within 14 days of the RMA being issued otherwise the RMA will be cancelled.

Upon receipt of goods they will be inspected, and providing they meet NHP's Conditions of Sale, a refund, repair or replacement will be provided.

What information do I need to provide when lodging a return request?

You will need to provide proof of purchase (Invoice Number, Purchase Order Number, Sales Order Reference) for each item being returned, along with the part number and quantity you wish to return.
If information is missing, your return request will be declined. You will need to resubmit your request once all information can be provided.

What do I need to provide with goods being returned?

A copy of the RMA paperwork must be packaged with the goods.
Do not adhere labels or other to the original packaging – please see "How goods should be packed for return to NHP" (refer photos on page 4) if you're unsure of how to package the items.

Can I return the goods myself or give them to my sales representative?

Customers must return goods only to one of the NHP addresses stipulated on your RMA.
Returns cannot be sent to other NHP branches or given to a NHP sales representative.

Can I return indent items?

An Indent Item (otherwise known as a Non-Stocked item), including Manufactured/Assembled to Order items, cannot be returned after purchase.
You can confirm whether an item is returnable prior to purchase via the NHP catalogue or online portal.
Non-returnable items will also be clearly marked on quotations and delivery notes.

Can I return Allen-Bradley / Rockwell Automation items?

Allen-Bradley / Rockwell Automation items that are **not** indent items can be returned within the 60 day return period as long as the factory seal has not been broken.

Allen Bradley / Rockwell Automation warranty items fall into 3 different classifications; **Dead on Arrival, Economy Repairable** and **Consumable**. Your faulty warranty item will be identified upon notification of the faulty claim.

Dead on Arrival/NPSR (New Product Satisfaction Return) warranty items will need a Rockwell Ticket raised (by a Customer/NHP representative or Rockwell Representative) and pre-authorised by Rockwell. Upon pre-authorisation, NHP will supply you with an RMA to return the warranty item for a credit. A resupply can be issued once pre-authorised ticket has been confirmed by Rockwell.

Repairable Allen-Bradley / Rockwell Automation items under warranty will be processed as a Warranty Exchange with remanufactured stock (depending on stock availability) or Warranty Repair.

Allen-Bradley / Rockwell Automation items classified as **Consumable** (therefore unable to be repaired) under warranty will need to be returned with an NHP RMA and a credit will be processed upon return of the faulty item. A resupply can be issued upon request.

Can I return software?

Software cannot be returned for refund or exchanged.

What if the items I wish to return have exceeded the return period?

Goods outside the relevant return period cannot be accepted and as such will be declined.

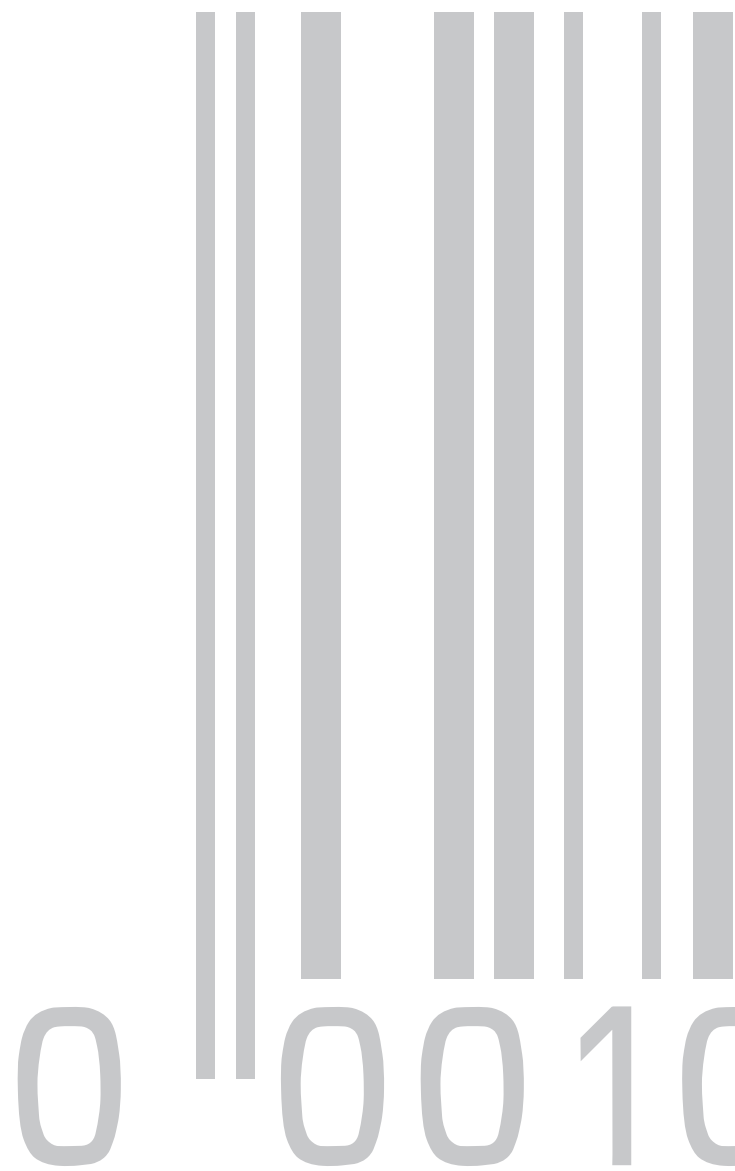## What if I have opened the packaging or the packaging is damaged?

Notwithstanding faulty or damaged goods, items which have had their seals broken cannot be returned. Packaging must be in original condition, unopened, undamaged, unmarked and unsoiled (see photo examples on page 4 and 5).

What if an item is faulty?

When lodging a claim for a faulty item, please provide a brief description of the fault. Once the item is received back into NHP, our Quality team will assess the item and if found to be faulty, the item will be either refunded, repaired or replaced, providing the item is within the 12 month warranty period.

Can I have an item repaired if it is outside of warranty (12 months)?

Please contact NHP on 1300 NHP NHP to request a quote for repairs to goods which are no longer within their warranty period. Fees and charges may apply.