

The background of the top section is a grayscale photograph showing several cardboard boxes stacked on a pallet. A forklift is visible in the background, lifting the pallet. The boxes have 'FRAGILE' labels with icons of a glass, a wine glass, and an umbrella.

# TVH NEW ZEALAND LTD GUIDELINES ON PRODUCT RETURNS

**EFFECTIVE FROM OCTOBER 1 2020**  
**PUBLICATION DATE SEPTEMBER 15 2020**

PARTICULAR REQUIREMENTS RELATING TO:  
TVH NEW ZEALAND LTD  
(COMPLAINTS, TAKE BACK OF PRODUCTS, SERVICE EXCHANGE PARTS)

Maximum registration term for Product Complaints : 30 days

Minimum Product value per unit for Take Back : 11 NZD

Maximum return period after receipt of Return Authorisation (RA) : 30 days

Take Back applications: Administrative **surcharges**

- Take Back applications logged within 7 days : 10 %
- Take Back applications logged between 7 & 14 days : 15 %
- Take Back applications logged between 14 & 30 days : 20 %

Take Back applications: Administrative **reductions**

- Take Back applications logged online : - 5 %
- Products returned with Return Authorisation within 14 days : - 10 %

Please note that:

- The total of Administrative surcharges & reductions can never go below 0%
- Contrary to what is provided in the General Guidelines on Product Returns, TVH New Zealand Ltd does not accept Return of any electrical and electronic Products in unsealed or opened packaging.

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