

UNI-SELECT BOUCHERVILLE - RETURNS POLICY

Uni-Select have 5 categories of returns:

Shipping Errors
Annual
60 days
Defects
Cores

All returns MUST be pre-authorized and sent with the Return Goods Authorization (RGA) number received from Uni-Select.

Shipping Errors

- Inform UNI Customer Service as fast as possible (see contact numbers below).
The invoice number is needed to take appropriate corrective measures.
- Depending on the Shipping Error type, the correction will be handled by a credit/debit note (warehouse invoice) and an RGA will be issued immediately.
- All clerks are now able to answer this type of request.

Annual Return

- Annual returns will be dealt with by Head Office, Cornwall.

60 Days Returns

- You must make a request to return goods on an Excel spreadsheet as per attached example. Multiple items and multiple line codes can be on the same sheet. Please save attachment for future use. (This can be uploaded when using eReturns.)
- All returns over 60 days will be rejected.
- Calculation of 60 day returns eligibility will include transactions from all Canadian Uni-Select warehouses.
- All parts purchased from any UNI warehouse can be returned to Boucherville, if they are stocked in Boucherville.**
- All obsolete and used parts will be rejected.
- The return authorization (RGA) will be sent to you by e mail.
- You will need to include the return authorization (RGA) paper with the product when it is returned.
- The credit is processed and transmitted as the return is received, if the return authorization (RGA) is included.

Defect Returns

- To ensure the Company receives full credit, the original invoice number must be included on your request (same spreadsheet as for 60 days returns).
- As per the 60 days request submission, multiple line codes can be on the same sheet but DO NOT MIX defects with 60 days or cores.
- The return authorization must be included with the returned parts.
- Only stocked lines can be returned.

Labour Warranty Returns

- For Labour Claims (part of the SAX/CSI Program) you must scan the customer original and replacement invoices together with the SAX form to get your RGA.
- Stickers on parts are always required.
- Send original documents with products to Uni-Select with RGA document.

Core Returns

- No change, except for the requirement to have a return authorization (RGA).
- Only items and product lines created in the Uni system will be accepted.
- As per the 60 days request submission, multiple line codes can be on the same sheet but DO NOT MIX cores with 60 days or Defects.

Core and Defect returns

- Complete stickers remain mandatory for core and defect returns to Uni-Select.

REMEMBER

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UNI-SELECT CONTACT NUMBERS

E mail - retours@uniselect.com

Fax - (450) 641-6921

Toll Free Customer Service Telephone - 1-800-641-2440

eReturns - http://uniforum.uniselect.biz/victor_login_new.php?lang=EN

http://uniforum.uniselect.biz/victor_login_new.php?lang=FR