

PADNOS Electronics Recycling Product Return Plan

Owner: PER Coach
Document No. 2.S0EL01

PURPOSE AND SCOPE

Define the product return plan and policy for Tested and Full Function, R2/Ready for Reuse equipment or components and Tested for Key Function, R2/Ready for Resale equipment and components.

POLICY STATEMENT

1. PER offers a warranty and return policy for equipment and components sold under the first two categories of reuse: [1] Tested and Full Function, R2/Ready for Reuse; and, [2] Tested for Key Function, R2/Ready for Resale.
 - A. Customer has 30 days from receipt to request a return.
 - B. Original item and original packing slip must be returned.
 - C. If the item was found to be misrepresented a full refund will be issued including shipping costs.
 - D. For all other reasons the buyer will be responsible for the shipping costs and a restocking fee of 15% may be applied.
2. Return Notification and handling
 - A. Customer must contact PER immediately if item is believed to be damaged in freight
 - i. Customer must take a picture of damaged item
 - ii. Customer must take a picture of damaged packaging and save it
 - iii. Work through insurance or refund
 - B. If unit is not worth returning, it may be agreeable to the buyer to only issue a full or partial refund or a replacement unit without returning the original unit.
 - C. Communication with the customer will be handled positively, and professionally within 24 hrs. of the return request.
3. Processing returns
 - A. Determine the need of the customer
 - B. Determine value of the unit
 - C. Determine the reason for return or refund request
 - D. Decide on course of action
 - i. Full/partial refund without return – issue the refund through PayPal or other form of payment.
 - ii. Replacement – send the customer a new unit of the same model, type, and specs.
 - iii. Return for refund
 - (1) Wait for the item to arrive
 - (2) Inspect thoroughly to make sure it is the original unit and in the same condition that it was shipped.
 - (3) Review original test record and re-test
 - (4) Review findings with buyer
 - (5) Issue the refund amount to buyer through PayPal or other form of payment within 5 days of receiving the returned item.
4. Re-testing and Recertification
 - A. Review original test record for the item

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- B. Re-test the item to verify that the same results are acquired
 - C. Perform analysis if different results are found
 - D. Perform corrective action if needed
5. Documenting Returns, Refunds, and Replacements
- A. Refer to Communications procedure.
6. Corrective Action
- A. Refer to Corrective Action and Non-Conformance procedures.