



**PETROCHEM**  
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**PETROCHEM RETURNS PROCEDURE**

Dear Valued Customer,

We are writing to you to communicate a change in our sales return's procedure. Petrochem are implementing a new return material authorisation (RMA) process to our stock management system which will be rolled out on the 31st of January.

The biggest change to the current returns process that will affect our customers, is that Petrochem will no longer be able to accept product returns without the correct RMA paperwork.

The new procedure is as follows

- ❖ The customer contacts the sales department requesting return of product.
- ❖ The salesperson for any pre agreed returns, will issue an RMA authorisation docket to the customer.
- ❖ The customer should ensure this docket is attached to the returns so the returns can be correctly allocated upon receipt.
- ❖ A credit note will be issued upon receipt of the RMA and associated quality checks are completed.

Petrochem's Returns Policy is as follows.

- ❖ Any pre agreed returns are subject to a minimum 25% re-stocking charge pending final inspections
- ❖ Any non-stock items to be returned are subject to our suppliers re-stocking conditions and may not be accepted
- ❖ Any returns due to error by Petrochem, will be re-stocked at no cost to the customer.

After the 31<sup>st</sup> of January, we will no longer be able to accept goods without the correct RMA paperwork.

Please contact our sales department who will ensure you have the correct RMA paperwork for any pre agreed returns which will make the returns process more accurate and timelier for all associated parties.

We thank you in advance for your patience on this matter.

Regards  
Keith O'Shea  
Managing Director