Return and cancellation policy
for Alfa Laval Aalborg parts

Table of contents

1. Overall policy

The overall policy is for Alfa Laval to support customers by taking back products from customers and/or by cancelling placed orders, if requested.

All returns and cancellations are to go through an Alfa Laval sales company or directly through Alfa Laval Aalborg's Parts department in Aalborg, Denmark (hereinafter called Alfa Laval Aalborg Parts).

2. Procedure for handling returns

2.1.   Customer contacts an Alfa Laval sales company for return. Alfa Laval Aalborg Parts reserves the right to impose a minimum value on returned goods before crediting will take place (if items are bought directly from Alfa Laval Aalborg Parts, skip to point 2.2).

2.2.   The Alfa Laval sales company – or the customer – contacts Alfa Laval Aalborg Parts to get a reference for return. The Alfa Laval sales company/customer has to inform item number, lot number (if any), customer, order number and reason for return.

2.3.   Alfa Laval Aalborg Parts provides a return reference.

2.4.   The Alfa Laval sales company or Alfa Laval Aalborg Parts informs the customer about return goods address and marking of goods (return reference, etc.). The Alfa Laval sales company or Alfa Laval Aalborg Parts will instruct customer if goods are to be returned DDP/DAP to an Alfa Laval Distribution Center. In such cases, customer must always indicate a lot number for lot traced products.

2.5.   The Alfa Laval sales company or Alfa Laval Aalborg Parts decides who should cover the return fee (customer or Alfa Laval).

2.6.   The warehouse receives the return and inspects the goods. When the return is fully or partially approved, the warehouse informs the Order Handling team in Alfa Laval Aalborg Parts of the status.

2.7.   The Order Handling department credits the Alfa Laval sales company or customer in accordance with the inspection result and the applicable return fee (see article 3 below). If the return is not accepted or only partially accepted, the Order Handling department modifies the credit note and informs the Alfa Laval sales company/customer.

2.8.   Customer returns that only consist of a few order lines (up to 5 order lines) should be closed, including issuance of credit note, within 10 working days from receiving the return in the Alfa Laval Distribution Center.

2.9.   If the pre-announced return has not been shipped from the customer within max. 3 months from the date of receiving the return reference, the return reference will be cancelled. If the goods are shipped from the customer later than max. 3 months after the return agreement, the goods will be dealt with without any crediting.

2.10. In case of returns in connection with logistic claims, the Alfa Laval claim coordinator is responsible for deciding if the claimed items are to be returned and credited.

2.11. Rubber parts will not be credited (unless agreed prior to return).

2.12. Products supplied with Q-doc documentation package will not be credited (with the exception of pumps).

2.13. Products older than 12 months from invoicing date will not be credited (unless agreed prior to return).

2.14. Products classified as dangerous goods are not to be returned (unless agreed prior to return).

3. Return fees

For all return orders a return fee of 50 EUR will be charged, plus a line fee based on the classification of the item according to below categories:

Stocked standard items:
- The value of the returned item is based on the price at the time of the order.
- Return fee is 10 EUR/USD (depending on billing currency) per order line.
  This fee is valid for orders returned within six months of dispatch from Alfa Laval. The fee may be higher if the return takes place more than six months after the dispatch.
- If the Alfa Laval Distribution Center rejects the return, the customer must revert within 2 weeks from the date of the information that the Distribution Center rejects the return if customer wants the goods to be shipped back, otherwise the Alfa Laval Distribution Center will scrap the goods.

Business items (Stocked non-standard items):
- The value of the returned item is based on the price at the time of the order.
- Return fee is 10 EUR/USD (depending on billing currency) per order line.
  This fee is valid for orders returned within six months of dispatch from Alfa Laval. The fee may be higher if the return takes place more than six months after the dispatch.
- If the Alfa Laval Distribution Center rejects the return, the customer must revert within 2 weeks from the date of the information that the Distribution Center rejects the return if customer wants the goods to be shipped back, otherwise the Alfa Laval Distribution Center will scrap the goods.

Non-stocked standard items:
- The value of the returned goods is based on the price at the time of the order.
- Return fee is calculated on a case-by-case basis. The minimum fee is 50 EUR/USD (depending on billing currency) per order line. If the Alfa Laval Distribution Center is unable to use the returned item, the factory cost will be charged as return fee.
- If the Alfa Laval Distribution Center rejects the return, the customer must revert within 2 weeks from the date of information that the Distribution Center rejects the return if customer wants the goods to be shipped back, otherwise the Alfa Laval Distribution Center will scrap the goods.

Request items:
- The value of the returned goods is based on the price at the time of the order.
- Return fee is calculated on a case-by-case basis. The minimum fee is 50 EUR/USD (depending on billing currency) per order line. If the Alfa Laval Distribution Center is unable to use the returned item, the factory cost will be charged as return fee.
- If the Alfa Laval Distribution Center rejects the return, the customer must revert within 2 weeks from the date of information that the Distribution Center rejects the return if customer wants the goods to be shipped back, otherwise the Alfa Laval Distribution Center will scrap the goods.

4. Order changes

Changes on orders that reduces the quantity of Request items and/or Non-stocked standard items will be charged at the same fee(s) as canceled order lines, according to the procedure above.

5. Order cancellations

Stocked standard items
A cancellation fee is charged if order is cancelled after the order is packed. The cancellation fee is equal to the applicable return fee (please see above).

Business items
A cancellation fee is charged if order is cancelled after the order is packed. The cancellation fee is equal to the applicable return fee (please see above).

Non-stocked standard items
Alfa Laval Distribution Center must approve the cancellation and Alfa Laval reserves the right to charge any costs incurred up to the factory cost even if the order has not yet been delivered. Alfa Laval will not charge more than the incurred costs. Alfa Laval Distribution Center administration costs are not considered.

Request items
Alfa Laval Distribution Center must approve the cancellation and Alfa Laval reserves the right to charge any costs incurred up to the factory cost even if the order has not yet been delivered. Alfa Laval will not charge more than the incurred costs. Alfa Laval Distribution Center administration costs are not considered.

6. Orders on hold

Orders that have been put on hold, manually or by order type, and are still on hold after 45 days will be considered as cancelled orders according to the procedure above.

7. Orders booked according to FCA terms

Alfa Laval will notify customer when orders are ready for dispatch. If the goods are not picked up within 2 weeks from the notification, Alfa Laval reserves the right to move the goods to an external warehouse at the expense of the customer.

8. Returns without customer order reference

Return of goods without original customer order reference will be handled on a case-by-case basis.