



## RETURN POLICY FOR DEALERS

This policy applies to orders which were purchased from Tennant (direct or online). Products purchased elsewhere should be returned directly to the retailer or dealer from which they were originally purchased.

The return policy makes a distinction between current parts and non current parts. More details on conditions and process can be found below.

### I. Current parts

There are several kinds of returns for current parts:

- a. Unsatisfying delivery
- b. Goodwill returns

Exclusion: custom products are final and are not eligible for returns, exchanges, changes or alterations.

#### a. Unsatisfying delivery

Where a product is faulty, damaged or described incorrectly, Tennant will make a full refund or replace the part without any additional charges. Tennant allows up to 14 days to request the return of an item for refund.

For a return order, please contact Tennant's Customer Service and use the order number as a reference.

#### b. "Periodic" consolidated goodwill returns

If the item(s) is (are) simply unwanted, then Tennant can consider refunding the cost of the item minus a 20% handling fee. Tennant needs to approve upfront if the items can be returned and will not be responsible for organizing transport (nor settlement of transport costs).

The dealer needs to contact Customer Service with list of parts to consider for return (including part number, description and quantity).

Some group of parts can't be returned:

- electronical components (like PCB's, batteries, circuit boards, chargers);
- incomplete kits;
- parts containing rubber and/or linatex;
- brushes, pads and pad holders
- materials that are not part of standard assortment;
- detergents.



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Tennant's policy is that parts must be shipped in original packaging and labeling. Please have less than 20 items per box and have pack list included.

Detailed internal process:

- Customer sends list of parts + quantity they want to return to Sales/Customer Service;
- If OK to enter: list is forwarded to Material Control Uden;
- Material Control Uden will check which parts & quantities are approved to be returned;
- CS will enter a SAP return order only for approved parts & quantities after final validation by Sales and customer;
- Customer receives reference (return order) and can start packing the parts which were approved;
- Customer to arrange transport (own costs) to Uden;
- Uden warehouse will receive parts against the return order. All returned items will be inspected upon receipt. If there is evidence that the products are not in the same physical state and reasonable care has not been taken, the items in question will not be eligible for a refund;
- Customer Service issues credit note for parts returned and accepted.

## **II. Non current parts**

Dealer needs to contact Customer Service with list of non current parts to return (including part number, description and quantity). Tennant will review this list and provide an offer. Such offer will only be considered in case the non current parts can be used to support the reconditioning business of machines within Tennant. Tennant, however, will not be responsible for organizing transport (nor settlement of transport costs).

Tennant's policy is that parts must be shipped in original packaging and labeling. Please have less than 20 items per box and have pack list included.

Detailed internal process:

- Customer sends list of parts + quantity they want to return to Sales/Customer Service;
- Zaragoza refurbishment center will check which parts & quantities are approved to be returned;
- CS will enter a SAP return order only for approved parts & quantities after final validation by Sales and customer (based on offer);
- Customer receives reference (return order) and can start packing the parts which were approved;
- Customer to arrange transport (own costs) to Zaragoza;
- The Zaragoza reconditioning center inspects the parts upon receipt;
- If damaged/not packed/not received -> parts will not be booked and credit for those parts will not be released;
- Parts shipped back to Zaragoza reconditioning center without return order will not be processed and therefore customer will not receive a credit.



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- It's not allowed to book unplanned receipts, therefore all returns should be accompanied by a SAP return order.
  - If customer sends parts back which were not approved, Tennant will charge scrapping costs.