

**In order to manage returns in a quick and effective way we ask you to follow the procedure as stated below.**

- Contact VBG GROUP TRUCK EQUIPMENT AB first to request permission for return of goods.  
Once the return has been authorised will receive a return form with a return number and reason for return (RMA), to secure traceability and make the handling easier.  
Approved returns are compensated with a credit note.

**Credit entry of returns can be done if:**

- Agreement has been authorised with a named person at VBG.
- The completed return form (RMA) has been sent with the goods (return number, return reason, named person at VBG) and copy of invoice or delivery note. If any of these documents are missing the goods will be returned back at the consignee's expense.
- If the product not has been mounted or shows no damage.  
(Damaged goods will be returned back at consignee's expense).
- The product has been returned in undamaged original packing.  
(a reduction will be made for damaged packing and repacking).
- Surplus stock at customer can be in exceptional cases returned and a credit to 65% of invoiced amount authorised. An absolute condition is that the product is 100% current stock and in a saleable condition.