

### **This Procedure must be followed for the return of any parts to Riello Limited**

- Prior to the return of any burners, or parts thereof, to Riello Limited a CRA number must be applied for in the following way:
  - Contact the Sales Department within Riello Ltd.
  - Supply a list of the parts with details as to why they are to be returned.
  - Riello Ltd will issue a CRA number and send all the relevant paperwork.
- A CRA number will only be issued once authorization has been given.
- Riello Limited will not accept delivery of any burners or parts being returned to us unless they are accompanied by the relevant CRA documentation.
  - If the Returns Delivery Label (RL002/11) is not present then the delivery will be refused.
  - This label must be attached to the packaging in such a way that the CRA number is clearly visible.
  - A copy of this document is attached for your information (see FIG 1)
  - The instructions shown on the CRA must be followed to allow the label to be made clearly visible for ease of identification upon delivery to Riello Limited.
- The procedure for the return of goods will be divided into 2 categories:
  - **Category 1**  
The return of complete burners or gas trains.
  - **Category 2**  
The return of components (i.e. any part other than the complete burner or gas train).

### **Any parts returned without the correct CRA documentation will not be accepted and will be held for 30 days prior to disposal or collection**

#### **Category 1**

- Prior to the return of a complete burner or gas train a CRA will only be raised once authorization has been given by the Technical Department.
- Before any complete burner or gas train can be identified as being deemed necessary to be returned to Riello Ltd; the recipient of such goods must contact the Technical Dept. where the request will be dealt with in 1 of 2 ways:
  - Advice will be given to the recipient to try and resolve the problem in a more effective manner. This may result in the issuing of replacement parts where required.
  - If it transpires that the matter cannot be dealt with in such a manner then a site visit by a Riello Engineer / Agent may be suggested or required.
- Any such item, or engineer, being sent out to a site will require a covering order number, or advanced payment. If the fault is determined to be a genuine warranty issue then such invoices, or payments, will be credited.
- Following the return of a complete burner or gas train a Test and Inspection Report will be issued and forwarded on (where applicable).  
It will detail the following:
  - Test and Inspection results.
  - Warranty or chargeable.
  - Cost for the repair or re-stocking of the item where applicable.
  - A deadline for the receipt of an instruction by the customer (to include a 30 day disposal notice).
- If a complete burner or gas train is being returned as unwanted, incorrectly ordered, etc. then a restocking charge of 20% will be applied. This would be in addition to any repairs, replacement parts or packaging that may be required.
- If a complete burner is being returned due to a change in specification and an equivalent burner is ordered as a replacement then a restocking charge of 10% will be applied.
- No credits will be issued for complete burners or gas trains without authorization from Technical Department management.
  - Only when the returned item has gone through the full and correct procedure, as detailed above, will a decision be made.

# Customer Returns Authorization (CRA)

## January 2012



### Category 2

- Prior to the return of any components a CRA will be raised once authorization has been given by one of our Sales Advisors.
- **All parts must be returned following the supply chain i.e. parts must be returned via point of sale.**
- Any such item, or engineer, being sent out to a site will require a covering order number, or advanced payment. If the fault is determined to be a genuine warranty issue then such invoices, or payments, will be credited.
- All returned parts will be inspected for the following:
  - Date code.
  - Contamination.
    - If any parts returned as faulty show signs of contamination i.e. water, dust, debris, etc. then this will be deemed as non-warranty.
  - Physical condition.
    - If any parts are returned in a physical condition that does not allow for testing and analysis to be carried out then this will be deemed as non-warranty. The part must be received in the same physical condition as at the time of failure.
  - Unauthorized modification.
    - If any part has been tampered with or modified for the purpose of being used for something other than the intended use then this will be deemed as non-warranty.

The returned part must show reference to the serial number of the burner it was fitted to and a description of the fault, or reason for return.

If a part is rejected for any of the reasons listed here then no credit (or replacement) will be issued.

A report will be provided, upon request, and any rejected part will be held on a 30 day disposal notice.

- If the part has not been rejected due to such items as listed above then the parts will undergo test and analysis
  - If a part is tested and there is 'no fault found' then a credit (or replacement) will not be issued.
  - If the part is found to be a genuine warranty failure then a credit (or replacement) will be issued.

A report will be provided, upon request, and any part rejected will be held on a 30 day disposal notice.

- Any additional items returned in a CRA consignment that are not included on the CRA will not be processed.

**FIG 1 – RETURNS DELIVERY LABEL (RL002/11)**

**Customer Returns Authorisation** **RIELLO**

**Riello Limited**  
The Ermine Centre  
Ermine Business Park  
Huntingdon  
Cambs PE29 6WX  
Tel - 01480 432144  
Fax - 01480 432191

Authorised By: \_\_\_\_\_  
Date Authorised: \_\_\_\_\_

**CRA No:** 17511 **Issued by:** A N Other

**Customer:** The Heating Company  
1a High Street  
Huntingdon  
Cambs  
PE29 6AB

Phone No: 01480 123456  
Fax No: 01480 654321  
Cust Ref: Warranty  
Invoice No: \_\_\_\_\_  
Order Ack No: 56789  
A/C No: C1234  
Date: 01 November 2010

Code	Product Description	Qty	Reason for return
300383	VALVE ASSEMBLY	1	Faulty under warranty
Comments: Faulty			
300378	TRANSFORMER	1	Faulty under warranty
Comments: Faulty			

**THIS SECTION MUST BE CLEARLY VISIBLE WHEN FOLDED AND AFFIXED TO THE MAIN CARTON**

---

**IMPORTANT**

This document must accompany your returned goods and must be displayed correctly. Failure to do so will result in the returns delivery being refused.

A new CRA number must be requested for any goods not returned within 30 days of the above date.

Please fold along the dotted lines and affix to the outside of the carton ensuring the delivery address and CRA number are clearly visible.

RL002/11

**RETURNS DELIVERY LABEL**

**Riello Limited - Returns Department**  
The Ermine Centre  
Ermine Business Park  
Huntingdon  
Cambs  
PE29 6WX

**CRA Number: 17511**