



## Picote Solutions Returns Policy

Thank you for purchasing from Picote. In the unlikely event that you wish to make a return, please read the following policy carefully:

### **Returns due to picking errors or defects**

If you have any concerns about the quality of any Picote product and you would like a refund, repair or replacement, please contact the Claims Team by filling in the **Claims Form**. This can be found at: [https://picote.formstack.com/workflows/picote\\_service\\_request](https://picote.formstack.com/workflows/picote_service_request). The form is also accessible from the Picote Institute at [www.picoteinstitute.com](http://www.picoteinstitute.com). Once the form has been submitted our team will contact you to arrange a solution.

### **Returning undamaged items (which have no faults or picking errors)**

Items which are not faulty, or which were ordered in error (on the part of the reseller/customer) may be returned in some circumstances at the discretion of our Production Director. **Prior approval** must be obtained from Picote in every case before shipping. Picote reserves the right to refuse any return.

- Reseller-branded products (e.g. coloured Millers) are **not** eligible for return.
- We also reserve the right to refuse a return for any custom-made tools or items assembled specifically for an order which would not otherwise be held in stock.
- Products which are not included on the current Picote Pricelist, at the time of the claim, will **not be eligible for return** under any circumstances.

In order to be eligible for a refund (if approved in writing by Picote) you must return the product, at your own cost, **within 30 calendar days of the delivery date**. Items must be unused and in the same clean condition that you received them, with no damage and in the original packaging. Items should be **returned to the address below**. Returned items must be **clearly** marked with the original Picote Order Number (usually 7-digits long beginning with 60), the reason for the return and the name of the Picote contact who authorised the return. You must also include the Claim Number given to you by the Claims Team.

**Picote Solutions Oy Ltd,**  
**RETURNS**  
**Raudoittajantie 4**  
**06450 PORVOO.**  
**Finland.**

**\*\*\*Returns sent to any other address WILL NOT BE ACCEPTED and will be returned to sender\*\*\***

After we receive your items our team will inspect it/them and if the condition is acceptable to us, process your credit note. Items with signs of use will NOT be refunded. Please note that shipping costs will not be refunded under any circumstances. If a product is damaged in any way, or shows signs of use, you will not be eligible for a refund. **All refunds are issued to resellers as credit notes.**

### **Returns over 30 calendar days**

If you wish to return products after the 30 day period has elapsed, **prior approval** will have to be obtained first from Picote.

- If items are returned without **written approval** you will not be eligible for a refund.
- If approved, a restocking fee will be applied at **20% of the product EURO MSRP value after your discount.**
- You will be responsible for all shipping costs and insurance.

If a product is damaged in any way, or shows any signs of use, you will not be eligible for a refund. If a product is no longer listed on our current pricelist then you will not be eligible for a refund under any circumstances. If accepted, **refunds will be issued as a credit note.**

**Please note** once a return has been initiated, you will receive a claim number and be advised of progress where appropriate. Sending emails or messages or calling different members of our team will not speed up the process in any way, in fact it could slow the process down. Your Account Manager can check progress for you if you have a particular concern.

Every endeavour will be made to keep you updated of any changes, however, Picote reserves the right to amend/update this policy at any time and without prior notice. A copy of this notice can be found at the Reseller iCenter on the Picote Institute.