

# Return Policy

28 September 2020

## Return of goods to Global Sabroe Parts warehouse

### EasyParts

If not yet a user, please register on <https://easyparts.johnsoncontrols.com>

Detailed user guides to Claims & Returns in EasyParts in [English](#), [French](#), [German](#), [Spanish](#)

#### Before you return

- Please submit a Claims & Returns ticket in [EasyParts](#).
- Await approval from your Global Sabroe Parts' contact person.
- When approved you will receive a **Return Material Authorization order number (RMA)** along with a filled in **return slip** which should be printed out and **attached to the goods** before return.

#### Return of incorrect or damaged parts

- The return shipment should be agreed within **2 months after delivery**, and take place within **1 month after approval**.
- The goods can be returned on our account with reference to the **RMA order number** and the printed return slip attached to the goods.
- Upon receipt and approval of the damaged goods, we will credit the full amount including freight and import costs.

#### Return of Excess items

- The return shipment should be agreed within **6 months after delivery**, and take place within **1 month after approval**. The RMA order will be invalid after one month from date of creation and deleted in our system.
- Non-stocked parts are, as a main rule, not accepted. However, on demand we will check with our supplier if it is possible to return the goods against a fee.
- The goods must be returned, carriage paid, with **clear marking of Global Sabroe Parts' RMA number** and with an **attached print of the return slip**.
- Please be aware that the goods must be returned in undamaged condition and with an unbroken packaging seal. Only complete sets and kits are accepted.
- The credit note will match the invoiced value, less a **15% return fee**. The **minimum fee will however be 150 Euro and the maximum 350 Euro per order**.
- Electronic components must be quality-tested before they can be re-stocked. Related costs will be deducted together with the standard return fee.

NB Handling days of returned parts are 10 working days (unless external examination is needed).