

Terms and conditions Alpha International service desk

Please find below an in depth overview of our general terms and conditions, which allows you to follow and understand our returns procedure. We kindly ask you to carefully read these terms and conditions.

Delivery (general)

On receipt of any delivery from Alpha International, please check that:

1. You have received the correct number of pallets or boxes as indicated on the delivery note.
2. The address, order number and delivery references match all correspondence.
3. All stock is correct with no short/over shipments or incorrect goods.

Any discrepancies should be indicated on the delivery note prior to signature.

If you have not received your shipment within 5 working days from dispatch then please contact our service desk in the Netherlands or inform your contact person. For missing items see section "Incorrect delivery (general)".

Return Material Authorisation request (RMA)

In order to obtain an RMA number for products you would like to return for credit, you will need to complete an RMA form. This form should be completed in accordance with the terms specified on the form. The RMA form should be sent to our customer support desk via fax or e-mail. Goods that have been returned to our warehouse without obtaining an RMA number first, will be returned without any further processing.

Various types of RMA requests

1. Incorrect delivery (product does not correspond with the order).
2. Incorrect delivery (product does not correspond with the packing list).
3. Incorrectly ordered by the customer (please note that a 10% restocking fee will be applicable).
4. The order has been cancelled and confirmed in writing by the customer.
5. Goods damaged in transit. This needs to be reported within 24 hours of receipt and specified on the delivery note.
6. Faulty products (provided that the claim is in accordance with manufacturer's RMA procedure).

Incorrect delivery / incorrect order (general)

Goods that have been either incorrectly delivered or ordered must be returned in original packaging, unmarked and without damage, and in resellable condition. Please ensure that the goods have been correctly packed in exterior packaging that is suitable for transport. In the event of a return shipment not meeting the above criteria the product will be returned without further processing.

1. Incorrect delivery (product does not correspond with the order)

Products or complete deliveries that do not correspond with your original order must be reported within 3 working days upon receipt, to our customer service desk. Please use our RMA form in order to obtain an RMA number.

2. Incorrect delivery (product does not correspond with the packing list)

Products or complete deliveries that do not correspond with the packing list (e.g. over shipment / short shipment or incorrect goods delivered), must be reported within 3 working days upon receipt to our service desk. This will enable us to swiftly correct our mistake and to redeliver the correct goods as soon as possible. For any goods that as a consequence need to be returned, an RMA number will be provided upon receipt of the completed RMA form. Please note that when no notification has been received after the expiration of this period, we will consider the shipment delivered correctly.

3. Incorrectly ordered by the customer

A product that is incorrectly ordered by the customer must be acknowledged within 10 working days of invoice date. An RMA number can be requested by using the RMA form. In the event of an incorrect order a 10% restocking fee will be applicable. The goods that are to be returned must be current stock and re-sellable. We are unable to take back neither obsolete products nor products purchased specifically to order. In the event of a stock rotation request a 3 month -period is applicable. We are unable to take back any incorrectly ordered product after this period.

It is impossible to return products that have already been opened. We therefore urge you to check all deliveries carefully upon receipt, before opening the packaging and bringing the products into use.

The aforementioned terms are not applicable in case of products being purchased on special / unique order for the customer. It is not possible to request a returns number for such products. Our service desk will however make sure to look into all possibilities concerning your request.

4. Cancellation

In the event of goods being delivered that have already been cancelled, and which has been confirmed in writing with our sales department, we urge you to reject the shipment (when the cancellation concerns the entire delivery) or to notify our service desk within 2 working days upon receipt. Please use our RMA form in order to obtain an RMA number.

5a. Damaged in transit

If a delivery is visibly damaged in transit upon receipt please follow the following procedure:

- In the event of visible damage always reject the shipment by remarking 'damaged in transit' on the delivery note (this also includes any shipment that has been tampered with by the forwarder. i.e. original seal and / or tape has been removed or replaced).
- The forwarder should confirm on the delivery note that the shipment has been damaged in transit. If possible send a digital image to our service desk.
- Immediately inform our service desk via e-mail or fax.
- We will immediately ship the replacement order and raise a credit note as soon as the damaged shipment has been received in our warehouse.

If a delivery is visibly damaged in transit and you still decide to accept the goods despite this damage, the fact that the shipment is damaged must be indicated on the delivery note. Without the notification on the delivery note it is impossible to request a return for credit for any of the damaged products.

In the event of a UPS delivery being damaged in transit, it is very important to contain the outer packaging. This will be subject to examination by UPS as part of their claim procedure. UPS will directly contact the customer to make an appointment to check the outer packaging on site.

5b. Damaged in transit but not visible upon receipt

In the event of goods being damaged in transit and the damage not being visible upon receipt of the shipment but only after opening the parcel / pallet, the damage must be reported to our service desk within 24 hrs. In the case of hidden damage, please send us a digital image of the damaged product if possible. Claims that are reported after the expiration of this period will not be accepted.

6. Defective products

In the event of defective products a test sheet and / or detailed description of the complaint is required. Please note that in this respect a description like 'faulty' or 'does not function' is not sufficient. There are a number of manufacturers that will not accept defective products unless a status page has been included as well.

We would like to emphasize that in the event of defective products, the general terms and conditions of the manufacturer (reseller) are applicable. Please note that the acceptance of a defective product and the accordance of an RMA number are only valid if these are in accordance with the terms and conditions of the respective manufacturer, and if the claim has been accepted and credited for by our supplier. If the returned item does not meet the aforementioned terms and conditions the product will be disposed of without further processing. If you want us to return the rejected product(s) an administration fee of € 15.00 will be applicable.

