

	Returns Policy	RP - 01	Issue No. 01
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Proflo operate an ISO quality management system. We wish to ensure that all products supplied to site are undamaged, fit for purpose and suitable for use when installed. All goods are sample tested on arrival to our premises to ensure they fulfil our quality obligations. We operate a full track and trace system and supply chain QA is paramount. Only suitable product will be accepted into stock. We will accept goods for return providing,

1. That the goods were originally purchased from Proflo
2. That the goods are in the same condition that they were supplied in
3. That the goods are not dirty, shop soiled, scratched, cracked, broken, UV damaged, oxidised, scored, torn or covered in site or concrete
4. That the goods were not installed, bolted together or assembled
5. That the goods are currently in stock at Proflo and not obsolete product
6. No cut or damaged pipes will be taken back under any circumstances
7. No FBE coated (blue or red) units such as fabricated pipes, fittings, valves, hydrants, prv's, dismantling joints etc will be taken back if chipped. It is not possible to repair the fbe coatings
8. All tyton and Frasheda type gaskets must be returned with pipes & fittings
9. Polyethylene e/f fittings are not suitable for return under any circumstances
10. In the case of water meters all packaging must be in clean and good condition
11. No water meters can be accepted back for credit after two months of initial sale
12. That the goods are not specials and classed as non-stock items
13. All pipes must have end caps in place
14. A restocking charge of 15% will apply to all returns
15. A charge will apply to cover the carriage if Proflo are to collect goods from site / stores
16. Returns must be advised to a member of the office sales team and agreed in advance of their arrival to our premises
17. A customer contact name, e mail address, mobile number and site reference will be required before goods are offloaded

We wish to work closely with all of our client's, but we have to ensure that any goods that Proflo supply will be fit for purpose and operate trouble free when installed. To ensure that there are no issues we have to insist that any returned goods are suitable for resale. The standards that are now required by Irish Water are extremely high and due to our ISO system, we have a level of quality that must be achieved. This is why we operate such a stringent returns policy. Please be aware that we are ensuring the quality of our products and to do so the above must apply.

Signed: Eamon Kavanagh
Managing Director

Dated: 29/04/2019