



## Customer stock cleanse requirements.

### Prior notification:

All stock cleanses **MUST** be agreed with a member of National's Sales & Marketing team prior to return. Any unplanned cleanses are likely to be refused delivery. Therefore all cleanses should be mutually agreed in advance.

This notification should include an electronic copy of the proposed delivery note(s), and the number of pallets in the consignment.

The following **will not** be accepted: Non-standard items that are made to order, Items not fit for re-sale, Fitted Units, Damaged Units, Obsolete part numbers.

If product you return is not accepted for credit, whether they are items that have been fitted, damaged, not our units or rejected labours, you need to stipulate if you wish the items to be returned to you, at your cost. Otherwise goods will be disposed of after 28 days.

### Packaging:

All deliveries must be configured to ensure that they are secure, to minimise the risk of damage in transit and reduce any manual handling to a minimum.

In order to reduce, or eliminate the need for manual handling, please follow these instructions:

- \* The goods must be returned on Euro pallets. (if palletised returns)
- \* The final pallet height and weight are important and cannot exceed: **Height = 950mm / Weight = 1000kg.**
- \* Single boxes or packages should not exceed 25 kg in weight
- \* Mixed pallets should be packed with the heaviest items at the bottom and lightest items on top.
- \* Heavy pallets must not be stacked on top of lighter/smaller pallets.
- \* Secure goods with adequate pallet wrap or secure inside a cardboard crate within the pallet dimensions.
- \* Damaged pallets should not be used, and may not be accepted at goods-in.

### Accompanying documentation:

All deliveries must be accompanied with the appropriate documentation stating the customer's name and branch. Additionally in order to help the Goods Inward process:

Each pallet should have a packing list attached detailing a list of contents. This packing list should clearly indicate part numbers and the quantities enclosed.

Please note failure to comply with any point may result in processing delays or refusal to accept the delivery.