



Smart Industries

# TRILO customer promise

## Parts delivery and return policy

### Parts delivery promise:

#### *Orders for products in stock:*

- Orders received for products in stock before 12.00 will be shipped the same day.
- Orders received after 12.00 will be shipped the next day.

#### *Urgent orders (only for parts in stock):*

- A surcharge of €50,- will be applied.
- Excluding additional freight charges.

#### *Orders for parts not in stock:*

- Trilo parts not in stock – according to delivery time in the webshop.
- Purchase Trilo parts - according to delivery time in the webshop.
- Purchase Trilo parts on contract at supplier – 5 working days.
- Assembly only parts – 7 working days.
- Production parts - 26 working days.

### Return policy parts:

- Goods need to be returned undamaged.
- Until 2 months after invoice date 100% will be credited.
- Between 2 and 6 months after invoice date there will be a 25% restocking charge.
- Parts/goods returned 6 months after invoice date cannot be returned.
- We will charge €50,- administrative costs for returned spare parts no matter when returned.
- Specifically manufactured/ordered parts cannot be returned at any time.
- Returned goods always needs to be accompanied by a completely filled in Trilo return form.

While we strive to ensure timely delivery of all orders, we are not responsible for any delays caused by our shipping partner. Delivery times are subject to our shipping partner's schedules and operations, and any unexpected delays on their part are beyond our control.

**All Clear.**