

1 Returns Policy

ACCO Brands places customer satisfaction as being of the utmost importance and an essential element to the success of the ACCO Brands group of companies. We continually strive to meet and exceed our customer requirements and improve the effectiveness and quality of our products.

- 1.1 The Customer may return to ACCO Brands any product found to be defective in material or workmanship at the time it is first used, provided the Product has been returned to the Customer in a timely manner within the end-user warranty period. In exchange for the defective product, ACCO Brands will issue a credit note or ship a replacement product at its cost to the Customer.
- 1.2 The Customer shall not be required to pay freight and bear risk of loss for the return of defective Products under clause 1.1 above. However, in the event that upon ACCO Brand's inspection of the returned Product, ACCO Brands establishes that the returned Product is not defective or not within a valid warranty period, the Customer will be required to reimburse the freight costs incurred for the return of the product to ACCO Brands.
- 1.3 When returning Products, the Customer agrees to comply with ACCO Brand's current Return Merchandise Authorisation (RMA) procedures to that extent that it does not contravene local laws.

2 Return Merchandise Authorisation (RMA) Procedures

- 2.1 All product returns to ACCO Brands must be pre-approved and be accompanied by an RMA number. To obtain an RMA number, ACCO Brand's Customer Service Team must be contacted (see Appendix A) and given a reason for the return of the Product.
- 2.2 The Customer must submit the Product Serial Number for defective products, where available with the request for an RMA number.
- 2.3 All returned products received by ACCO Brands without an RMA number will be returned at the Customer's expense.
- 2.4 Once RMA number has been issued by ACCO Brands the number shall only be valid for a period of thirty (30) days from the date of issue. Therefore any Products returned after the thirty (30) day period may be deemed to constitute an unannounced return, and may be returned to the Customer at the Customer's expense.
- 2.5 All RMA numbers must be clearly visible on the outside of the return package, however such marking must not materially damage the packaging itself. All returned products must be packed in the original packaging or replacement packaging, in the event the original packing is unavailable or will not adequately protect the product from damage in transit. The product must also be shipped in accordance with the current industry standards to avoid damage that might be caused during transportation, including shrink wrapping of the products on pallets when several units are being returned at one time.
- 2.6 Credit Notes for returned items will only be issued, once the products have been through ACCO Brands inspection process. If in the event products are not returned as expected, they

may be deemed to constitute an unannounced return, and may be returned to the Customer at the Customer's expense.

- 2.7 Where products have been returned as a result of the Customer ordering in error, a restocking fee of 15% of the value of the products returned or €35 Euros whichever is the greater will be charged by ACCO Brands to the Customer to defray costs incurred.

3 End-User Warranty

- 3.1 Under ACCO Brand's End-user Warranty, the End-user may return any Product found to be defective in material or workmanship during the warranty period starting from the date of sale to the End-user. ACCO Brand's liability under the End-user warranty is limited to the repair cost of the defective Product (parts and labour) or, at ACCO Brand's option, the replacement of the Product with a similar or better Product. Products used for demonstration purposes are warranted as if that party is the End-user. ACCO Brands agrees to extend the End-user Warranty to the minimum warranty period as required by law in each Territory in which its products are sold.
- 3.2 Provided the following restrictions do not contravene local laws in a Territory where ACCO Brands Products are sold in no event shall ACCO Brands be liable under the End-users' warranty unless:
- 2.2.1 ACCO Brands is promptly notified upon discovery of defects (which notice must in all events be communicated to ACCO Brands within the applicable warranty period)
 - 2.2.2 The defective Product is returned to ACCO Brands upon request.
 - 2.2.3 ACCO Brand's examination of the returned Product shall disclose to its satisfaction that such defects have not been caused by normal wear and tear, misuse, neglect, improper installation, failure to follow instructions supplied with the product, alteration, accident, causes external to the Product (e.g. electric power fluctuations, fire, water, lightening), use of an unauthorised repair centre, damage caused during shipment or any other cause which does not relate to a defect in the manufacture or design of the Product. Any modification of ACCO Brand's Products shall cause all warranties to immediately become invalid. The warranty shall not cover any Product on which the serial number has been defaced, modified or removed.
- 3.3 The Customer shall not be entitled to extend the warranty period given by ACCO Brands for the Products unless the written consent of ACCO Brands has first been obtained.

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