Value added. Value shared.

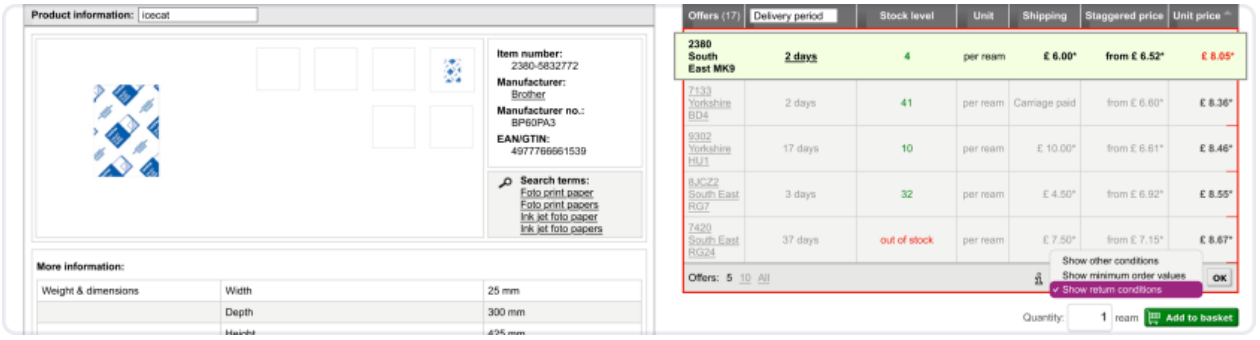
Returns and claims

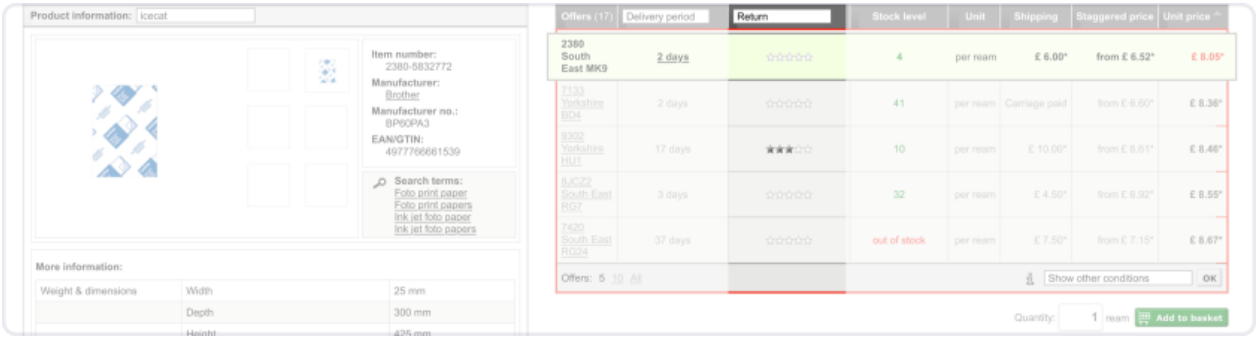
In this article, we'll guide you through the process of returning items. Whether it's a return request or a return claim, we're here to support you and answer any questions you may have.

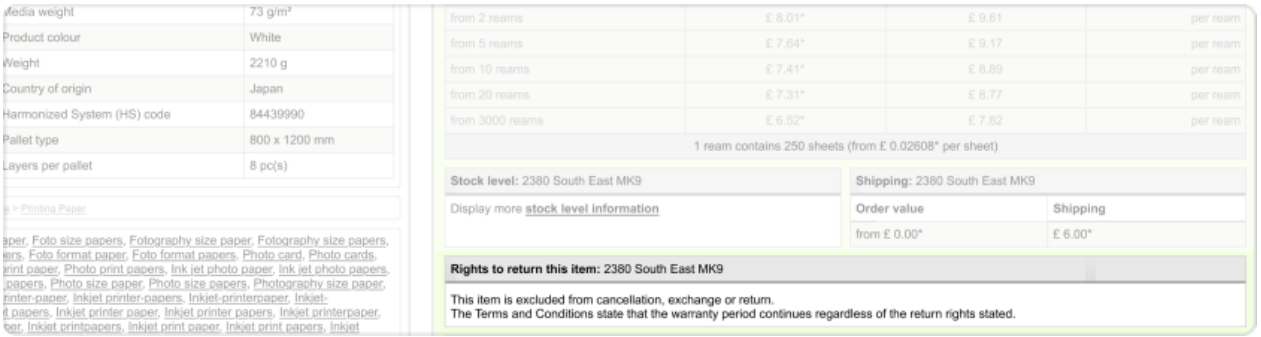
Return policy

The return policy depends on each supplier and therefore varies. Once you've clicked on an item, the product information will be displayed on the right of the item. You can view the return conditions per supplier by clicking on the drop-down button and selecting 'Show return' to view the product return policy per supplier.

Additionally, the return conditions per selected supplier are also shown at the end of the product information page under 'Rights to return this item'.







The difference between a return request and a return claim

- **Return request:** This applies when you order an item by mistake or change your mind about the item. Since business customers are not entitled to a general right of return, we'll request goodwill from the supplier in such cases. To support this process, please ensure the original packaging remains unopened and submit a return request via our returns form as soon as possible.
- **Return claim:** This is a return based on legal grounds. It may happen that you receive an incorrect, damaged, faulty or incomplete item by accident. In this case, we'll handle the entire process and clarify any warranty or guarantee

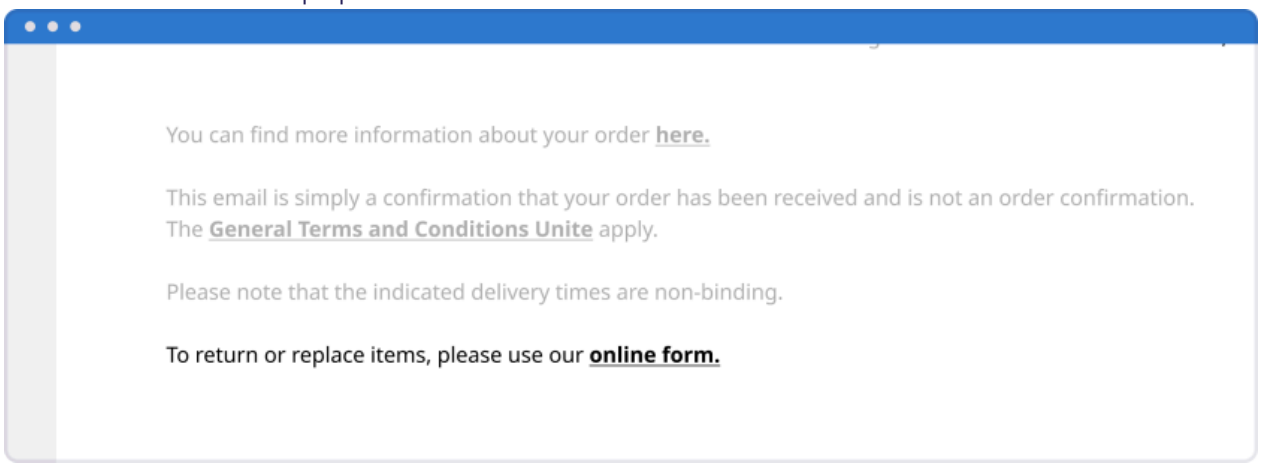
claims.

How to request a return

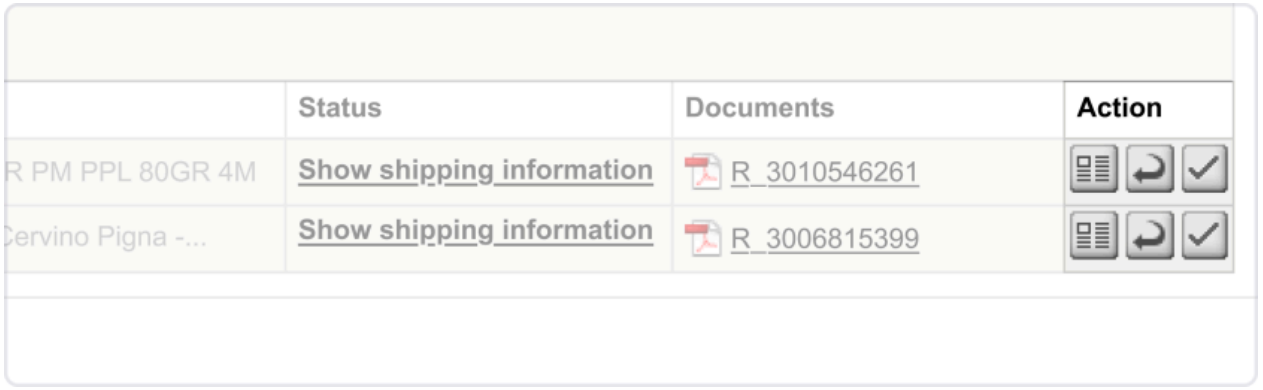
Step 1: Open the returns form

Access the first email you received from Unite with your order number. Click on the 'return or replace items' link. Sign in to your account.

Please note: This link is unique per order.



Alternatively, sign in to your account and click on 'Order archive'. Go to the relevant order. Under the 'Action' column, you'll find a curved arrow. Click on the arrow to open the returns form.



Step 2: Select the reason for the return

- Enter your contact details.
- Select the relevant item and the reason for your return or claim. Then click 'Continue'.
- The return conditions specific to your selected item will be displayed.
- Complete the required details concerning the product's condition and packaging and click 'Send' to proceed.
- For a defective item, please add a photo showing evidence of the defect.

Step 3: Unite finalises the return

- You'll receive an email with a summary of your request if you select 'Receive copy by email' as an option when submitting the return.
- We'll inform you of the status within five working days.
- If the supplier approves your request, you'll receive further instructions on the next steps.

How to request a return without login credentials

If you don’t have login credentials, you can call us during office hours.

To process your return request or return claim promptly, we require the following information:

- Your order number
- Item number or description of item
- Reason for the return
- Quantity of the item to be returned
- Serial number (if available)

For transport damage, please include photos of the damaged item(s) and outer packaging.