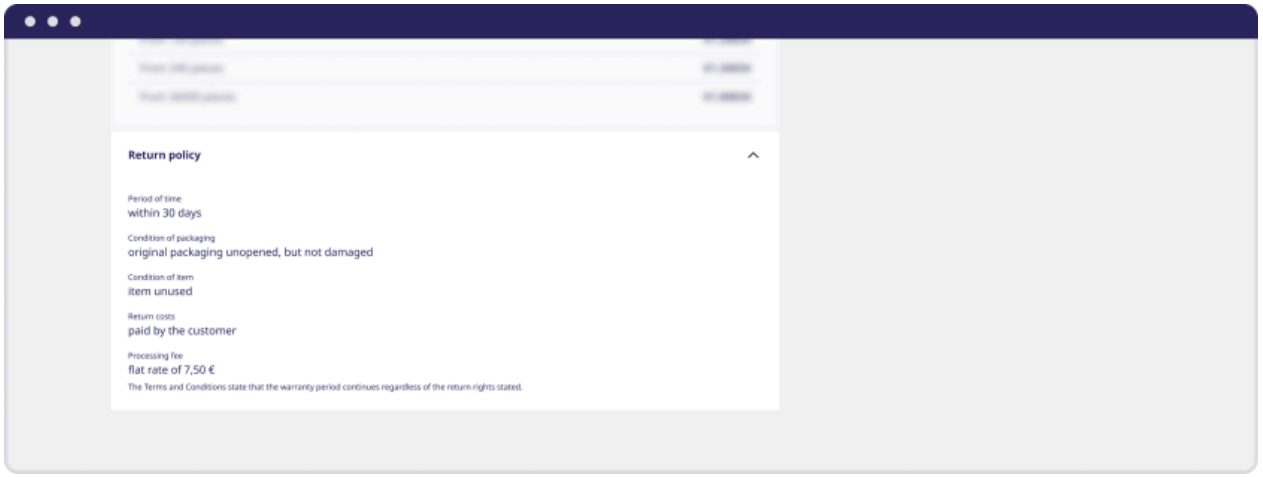
Returns and claims

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.

What is Unite's return policy?

The return policy depends on each supplier and therefore varies depending on the item. You'll find information about an item's return policy on the product detail page.



What's the difference between a return request and a 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 with the supplier and clarify any warranty or guarantee claims.

Warranty and guarantee rights

Have you bought an item from Unite and noticed a defect? Below you'll learn about your statutory warranty and guarantee rights.

Warranty

Your warranty rights are defined by Unite in the General Terms and Conditions.

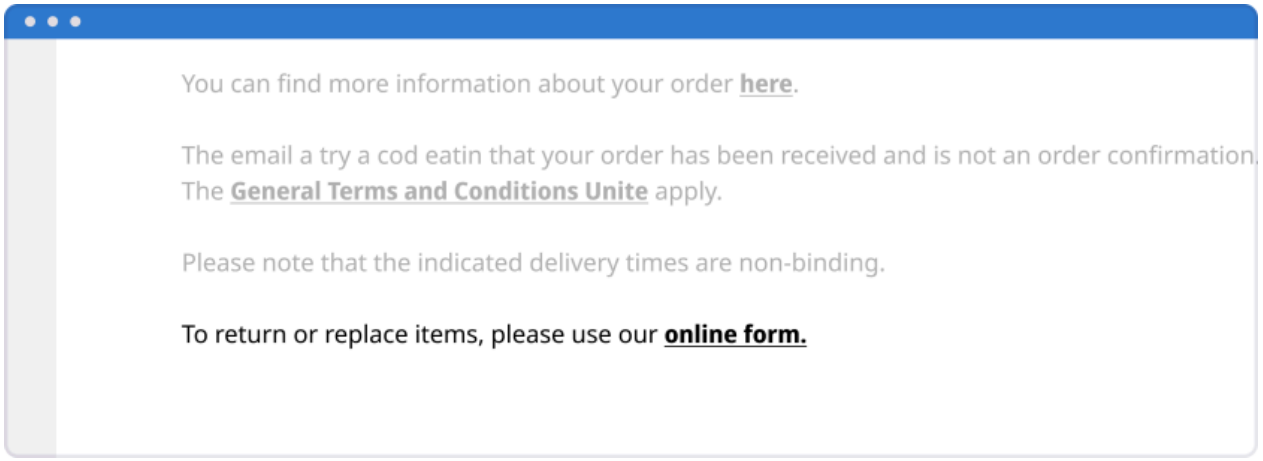
Guarantee

A guarantee is an extra, voluntary service provided by the manufacturer or supplier. It goes beyond the statutory warranty. The manufacturer or supplier decides the conditions and length of the guarantee, which are specified in their guarantee conditions. Guarantee conditions can typically be found in the product documentation, on the manufacturer's website, or in a separate guarantee certificate provided with the product.

Registering a return or claim

Step 1: Open the returns and claims form

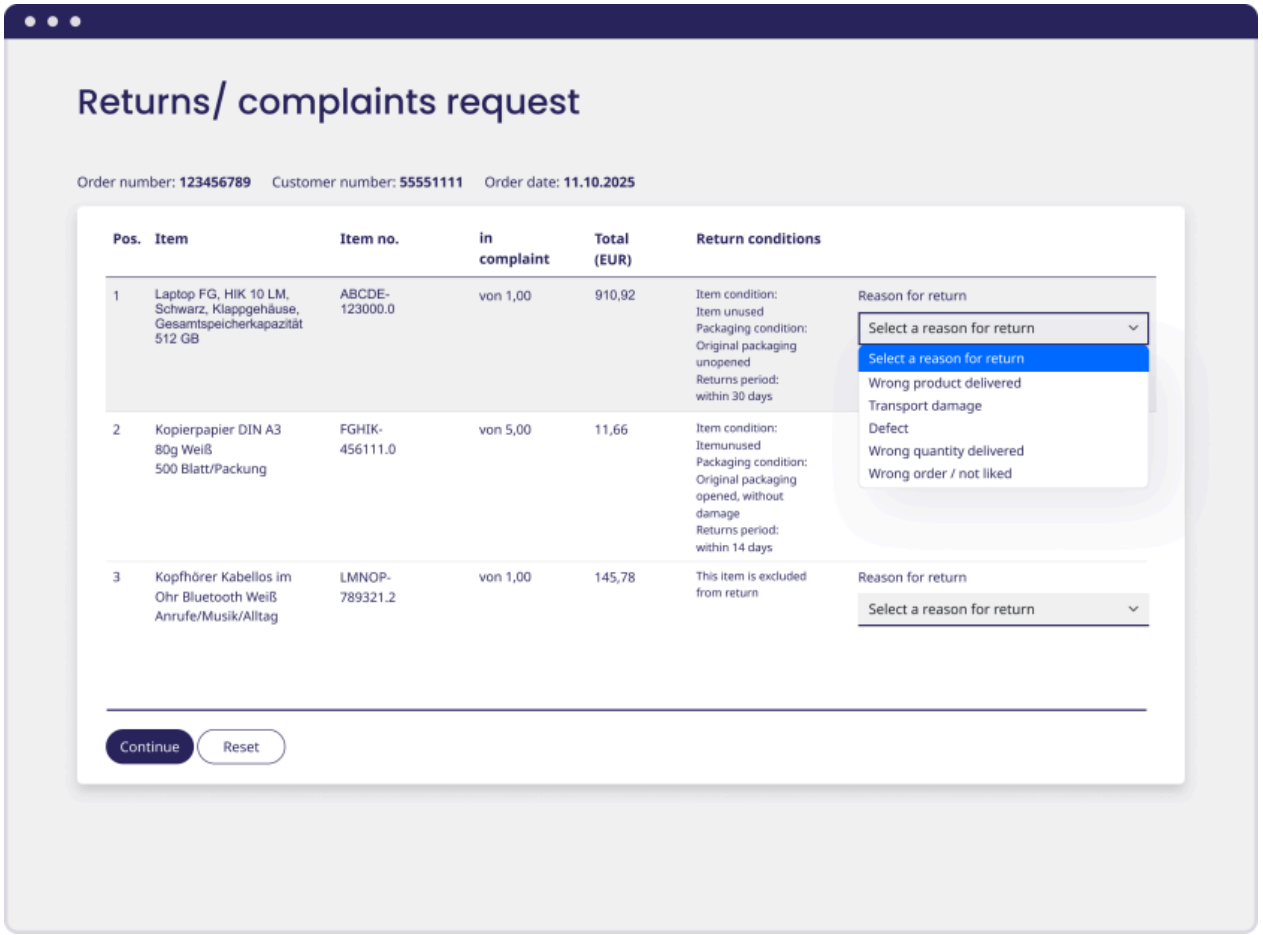
Open the order confirmation email from Unite with your order number. Click on the link at the end of the email to submit a return or claim request.



> **Note:** You'll receive an individual link per order. Please use the link from the specific order confirmation email. In the PunchOut setup, the order confirmation email may be deactivated. Please contact your purchasing department if you didn't receive this email.

Step 2: Fill out the form

- Select a return reason for the item you want to return.
- If you need a summary of your return request, choose the email copy option.



Step 3: Submit the form

- Click on ‘Continue’ and submit the form.
- You’ll receive a status update promptly, including the planned next steps.

> **Note:** Please use the correct return address for each item, as the items may come from different suppliers. Keep the tracking information as proof.

Requesting a return without a return form

> **Note:** In the PunchOut setup, the order confirmation email may be deactivated. Please contact your purchasing department if you want to register a return or claim.

If you don’t have access to the email with your order confirmation, you can contact us by email at service.uk@unite.eu or by telephone at +44 (0) 20 3376 7963.

To process your return quickly, we need the following information:

- Order number
- Item number or line item number
- Reason for the return
- Quantity of the item to be returned
- Serial number and photos (if available)
- Packaging and item condition (for returns or in case of transport damage)