

REPLACEMENT POLICY

NORDUSK as a BRAND is committed to provide the best services in regard with its products. Our products have unique packaging & competitive International Standards. We provide high quality systems of checking at our QC Department.

The Replacement/ Damage Policy are hereunder:

1. End User to Retail Partner: The damaged product as returned by the end user to our Nordusk Retail Partner needs inspection and if found damaged shall be immediately replaced by the retailer.
2. Retail Partner to Distributor: The retailer in turn shall send all the damaged products to its respective Nordusk Distributor with proper certifications*

*Forms shall be mailed to all the concerned Nordusk Prime Partners & Distributors.

The distributor is further liable to replace the damaged / defective products as received from the Retailers, once an overall inspection is done by the Nordusk Area – Incharge.

3. Distributor to Prime Partner: Nordusk Prime Partner is responsible for collecting damaged / defective products from the distributors. Before collection of materials the Prime Partner shall verify whether the product is damaged and not due to any mishandling of the same. The Prime partners shall further replace the products within 30days of receiving from its Area Distributors.
4. The Prime Partner has to send the total damaged / defective stock to Nordusk Warehouse for further processing. The Warehouse Address is furnished below:

To
Karuna Greentech Pvt Ltd
C/O Central Warehousing Corporation
Warehouse No – NC V
Bon Hooghly (Near Dunlop)
Kolkata – 700 108

Note:

A. Damaged /Defective products sent to any place other than the above address will not be taken into consideration.

B. The Prime Partner has to mail* the details of damaged / defective products to the Company for confirmation before dispatching the stock to Company's Warehouse.

5. Time Scale:

The Damaged /Defective material has to reach the warehouse twice in a month (between 5th to 10th and 20th to 25th).

6. Upon receiving the material at warehouse, it will further undergo thorough inspection by the Damage Inspector who shall further classify the products as fully or partially damaged.

- a. If found fully damaged the product will be replaced.
- b. If found partially damaged the particular part(s) will be replaced.
- c. In case of Bulbs / Battens, the Company shall replace only if any manufacturing defect found within the period of warranty (date of selling to end consumer).
- d. In case of Downlighters and Outdoor Products, the Company shall replace the parts. In case of any body Damage the Company will accept it, subject to verifications or Company's standard norms.

7. As per the Point No 5. the Company shall take a TAT (Turn Around Time) of 30 Days.

8. In case of Non Availability of Similar products, the Company shall take necessary decisions.

***For any Damaged / Defective products, kindly notify us at: replacement@nordusk.in or Toll Free No: 1800-102-6275**

NOTE:

The Sales Executive, by no means is authorized to collect & send the damaged / defective products from our Partners to the Company.

Management Reserves the right to amend Terms and Conditions without prior notice