

UPDATE 1.1.2023
Due to the complicated customs changes imposed on industry with regard to moving goods between EU countries and the UK and vice versa. We regret to inform that we cannot organise deliveries of goods you may wish to return. Returns of materials back to Essen, Germany will now need to be organised by the SANHA merchant directly.

SANHA Return's Policy

Fittings from SANHA can be returned on the following basis only;

1. The goods returned should be in the same condition as when delivered and in their original packaging, and they are accompanied by a compensation order of twice the value of the returned goods
2. Fittings over 3 years since delivered by SANHA will not be accepted back.
3. The goods shall be returned to the original despatch point at the returnee's expense and be in re-saleable condition. In most cases this will be to Essen in Germany
4. SANHA pipe products are not returnable
5. A handling charge will be applied for returning the goods into stock. The handling charge is for the cost of checking, counting and then re-stocking of the product to the various SANHA warehouse locations
6. At the time of writing the return charge is 30%
7. To determine the cost of returning the goods, a list of items to be returned shall be provided in advance by the merchant in Microsoft Excel. These items will then be entered onto our system. The weight and packaging method of the goods can be determined, i.e. Box or Pallet. The appropriate price list from which the goods were sold will apply
8. Please allow 2 weeks for data entry

9. The value of the goods credited will be determined by the average purchase date of the original goods. This will be confirmed in our returns offer.
10. Once this offer is accepted in writing, collection will be arranged by SANHA, and the collection costs deducted from the credit note
11. The quantity of re-saleable goods returned will be the number checked and approved by our stock control department in Essen, Germany
12. An offer will be made based on the above information which, will form the basis for the return
13. The time taken to book in the returned goods depends on the quantity and variety of fittings, but this can range from 2 - 12 weeks.
14. Once the stock has been confirmed as being booked back in and in re-saleable condition, a credit note will be created for use against future orders