

Product return procedure

This procedure describes how product returns work following an order cancellation/error, order entry error (Kratos), order preparation error (Kratos), non-compliant product, return of samples, etc.

Each return of product must have been validated by the KRATOS SAFETY sales department.

Items returned from our customers MUST be accompanied by the [PRODUCT RETURN FORM](#).

This must be completed by the customer and sent to KRATOS SAFETY.

We cannot accept products in return without having received the information of this return from our customers.

I / If the returned products have been delivered to the customer more than 6 months ago: **no possible return.**

II / If the returned products have been delivered less than 6 months ago: the following analysis process must be carried out for controlling the product.

Upon receipt of the products, **various control points will be checked** by the quality department and the following criteria will be applied before issuing a credit note:

1/ *Individual packaging missing or in poor condition* (deformed, torn, with inscriptions, customer barcode, scotch tape, etc.): 15% valuation discount.

2/ *Missing user manual*: 15% valuation discount.

3/ *Product with slight traces of "use"*, for example unpacked for demonstration (slight scratches, absence of protections on the connectors, absence of interior wedging, ...), *or incomplete* (missing connector,): valuation discount between 50% (if the product can be sold) and 100% (if the product cannot be sold).

4/ *If the product has been used*: no possible return.

Discounts can/should be cumulative!

Example: return of a product without packaging, without instructions manual, having been unpacked for demonstration: 15% + 15% + 50% (in the best-case scenario, i.e. if the product can be put back on sale!).

After checking the returned product:

- If there is a valuation discount applied, the value of the refund will be transmitted to the customer via the sales department.
- If there is no valuation discount, a credit note will be sent directly to the customer.

In all cases, if the customer does not accept the refund value, the products will be made available to him.