

CEWOOD RETURN TERMS, RULES AND INSTRUCTIONS

The recycling program is applicable to markets where the return transportation costs and emitted carbon amount in the process makes sense to take back used panels and remnants. This evaluation is made by CEWOOD.

Before the first order and delivery, CEWOOD must be informed that client will be interested in returning the remnants and waste after installation or whole order after the expected service life of the CEWOOD panels. Based on this information CEWOOD will evaluate the options and after positive decision will provide service agreement that will allow the customer to return panels, when they purchase new CEWOOD acoustic panels. However, this arrangement requires users to agree not to apply any surface treatments to the panels while in use, and the service agreement must be stored alongside the building's operation and maintenance documents. Currently, these service agreements are only available in European countries.

Please be aware that before returning materials, both you and CEWOOD must sign a separate return agreement that includes the specific invoice number from your purchase of CEWOOD panels and details the total weight of the offcuts and waste.

1. MATERIAL ELIGIBILITY FOR RETURN

Acceptable materials: For CEWOOD to accept offcuts, waste and used panels, they must be clean of plaster, screws, mineral components, foils, or other construction materials. CEWOOD retains the right to refuse return of used materials or waste if the specified conditions are not fulfilled, or to impose charges for sorting or disposal.

2. RETURN PROCESS

Authorization: Contact the CEWOOD to request a return, get positive decision on the return evaluation.

Documentation: Provide all relevant documentation, such as primary invoices and product information, to facilitate the return process.

Packaging: Waste and offcuts should typically be delivered in sealed large bags. Undamaged used panels can be placed on pallets. As a customer, you are responsible for ensuring safe packaging during the return shipment.

Transportation and costs: As a customer, you are responsible for the return costs and will be charged per ton of returned material based on the rate agreed upon when the return agreement was signed.

Storage fees: Depending on CEWOOD's availability and storage space for the returned materials, a storage fee may be applied until the recycling process begins. The rate for this fee will be established at the time the return agreement is signed.

Return address and operating hours:

RETURN ADDRESS:

CEWOOD factory,
Galdusalas-1, Jaunlaicene
Aluksne, LV-4336, Latvia

OPERATING HOURS:

Monday-Thursday: 9:00 – 15:00