

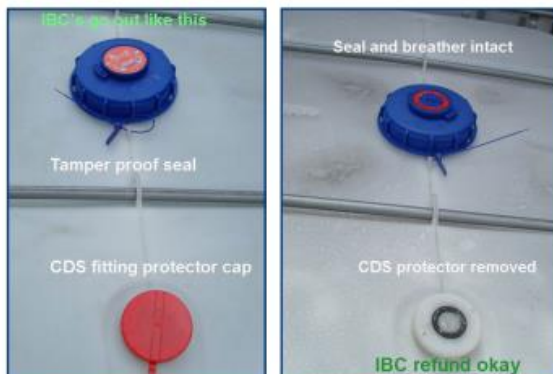
IBC RETURNS GUIDE

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Under normal circumstances IBC deposits are fully refunded if returned within 12 months, with the seal unbroken and the pack in useable condition.

Because the IBCs differ from standard ones in that they have an extra outlet at the top and no outlet at the bottom, and they carry a tamper-proof seal, there are a number of things to look out for when deciding whether to offer a refund.

This is how an IBC goes out to a customer:



- Filler cap with breather intact
- Tamper-proof, numbered seal
- CDS fitting protector cap intact



Dual outlet IBCs are delivered with a locking screw and outlet cap for the release mechanism. Both should be in place upon return otherwise IBC will be charged.

When an IBC is returned, the customer gets a refund if the container is returned with the seal and breather still intact, and the CDS cover either removed or on but broken. This is because the customer should be getting product out of the CDS outlet.



Here are two examples of how IBCs can come back when they will not get a refund:



Here are some other examples of IBCs that won't get a refund:



Contamination: The right hand photo has fine black specks in it.

The first one below has no identification plate and the second one is clearly damaged. Neither qualifies for a refund.



It is always preferable to get the customer to sign the collection note in order to confirm the condition of the IBC before it left his premises.

If the IBC is clearly not due a refund, the default position is to leave it at the customers site. Please fill in the non refundable IBC form and get customer to sign it. If the customer insists on having it removed, get the form filled in but bring it back for scrapping.

If in doubt please quarantine IBCs and call the AdBlue team.