

Customer Returns Goods Guide

We, at **Pilgrim International Ltd** are delighted that you have considered to utilise our services for inspection / refurbishment of your valued equipment.

At Pilgrim, we are passionate about removing uncertainty for our customers, whether in design, performance, operation or in this case, returning goods to one of our authorised repair centres.

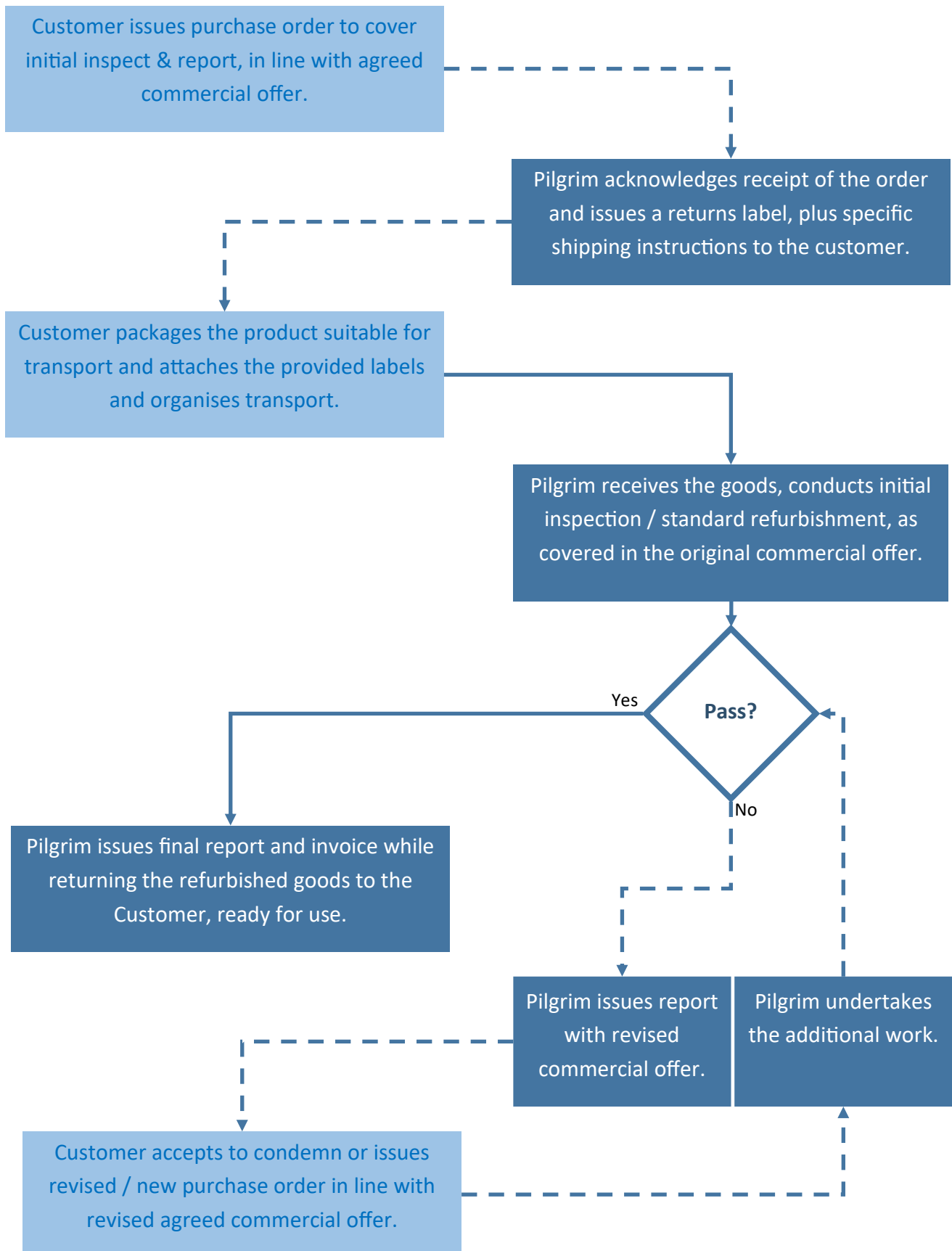
This brochure serves as your comprehensive guide, answering questions and walking you through each step of the process, ensuring a seamless experience and removing any doubts or uncertainties along the way.

Tracy Kearns

Customer Service & Logistics Manager



Returns: Step by Step Guide



Frequently Asked Questions

Question	Answer
Can I send product back before issuing a purchase order?	Pilgrim do not advice this. Products could get lost due to not having the correct tracking information.
What happens if my product is considered as scrap ?	In the unfortunate situation of this nature, Pilgrim will offer to dispose of the product and would charge only for the initial inspection carried out.
Will Pilgrim automatically initiate replacement parts if required?	No, Pilgrim will proceed once an instruction / purchase order to proceed is received for the additional work.
Can Pilgrim accept a verbal instruction to proceed ?	In an instance where speed is critical, Pilgrim may accept an email confirming instruction to proceed with a commitment to follow
Following the refurbishment, is my product covered with a warranty ?	Yes, refurbished product that undergo work at one of our authorised workshops, carries a standard warranty for parts and
What is covered in a “standard refurbishment” ?	Its dependant on the product but typically: Strip, clean, visual inspection and NDT testing on hydraulic / nut bodies,
Do Pilgrim re-treat the product (chemi-blackening) and re-etch ?	If at initial inspect Pilgrim identify a defect, Pilgrim will advise and re-quote under “additional work”.
Can I send my product to a none authorised Pilgrim Work Shop ?	Pilgrim do not recommend this. To undertake a thorough inspection, critical design information that is the sole property of Pilgrim is required. Pilgrim recommend to only use genuine parts to ensure that product integrity is maintained.
How will I know that my product is	Pilgrim will conduct a pressure and functional test and record the
How long will it take to undertake an inspection and “standard refurbishment” ?	Typically four weeks, however if an emergency, Pilgrim can investigate to expedite. Your designated Pilgrim sales contact are ready to support.
Do Pilgrim refurbish other Companies equipment ?	No, Pilgrim only focus on their own product ranges: Pilgrim, HYDROCAM and MorPress Pump range.
What products are typically refurbishable ?	Bolt installation equipment, HYDROCAM tensioners and tightening systems, Pumps, Pilgrim Hydraulic Marine Nuts.
My claim is a warranty claim, do I need to raise a purchase order for inspection ?	No, on the rare occurrence of a warranty claim , this is handled via Pilgrim’s customer complain process. Some elements of the process are identical, such as the issuing of the labels and shipping instructions.

What is Included in a Standard Refurbishment:

- Full strip & clean with dimensional checks against original manufacturing specification (all parts).
- NDT inspection of all (hydraulic nut body).
- Replacement seals.
- Replacement hydraulic fittings.
- Pressure / functional test.
- Inspection report issued.

Options:

- Re-apply product with corrosion resistant treatment (Chemi-Blackening).
- Additional certs & documentation.
- Re-etching.
- Upgrade to new and robust storage boxes.
- Genuine replacement parts.




Sample Returns Goods Label

To ensure seamless traceability and minimize the risk of lost packages, follow these simple steps:

1. Print two (2) copies of the label provided.
2. Package your items to be returned in a secure way to prevent damage during transit
3. Affix one label securely onto the exterior of the packaging, ensuring it is prominently visible.
4. Place the second copy inside the package.

This process guarantees full traceability and enhances the security of your shipment.

DELIVERY ADDRESS: PILGRIM INTERNATIONAL LIMITED OVAKO IND. OMR BY 519 81382 HOFORS SWEDEN	 PILGRIM INTERNATIONAL
CONTACT DETAILS: Contact Person: Cecilia Hedberg Tel: +46 290 284 11 Mobile: +46 70 672 84 11 E-mail: cecilia.hedberg@skf.com	Pilgrim Info Only : PIL Works Order: XXXX Sender: XXXXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX Content Description (Inc. Part No. / Serial Number) XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX Reason for Return: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX



Tools Storage Boxes

Many customer issues are caused by incorrect storage or loss of critical parts, here's a solution. Pilgrim's new tool boxes are designed by our engineering team with custom-engineered foam inserts to snugly accommodate your tools. These inserts are precision CNC machined with specialised pockets, offering a tidy and distinctive storage solution while ensuring optimal protection for your installation equipment.

Furthermore, each box can be personalised with your unique details, including address, company logo, location, and machine ID, facilitating effortless identification.

For added convenience, the boxes feature forklift truck runners, making them ideal for safe and easy transportation.

For more information contact your Pilgrim Account Manager
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UPGRADE

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