

Notice to Suppliers



Returns / Rejects Process for Goods and Services

Originator: Becky Johnson
Job Title: Commercial Manager
Business Unit: Civil / Defence Aerospace

NTS Number: 462
Issue: 1
Date: March 2019

For the attention of the Managing Director, Rolls-Royce Account Managers and Logistics Managers

Dear Sir or Madam,

Scope/Applicability:

All Suppliers and Partners who supply product and /or services related to Rolls-Royce Aerospace contracts / purchase orders.

Introduction:

This is a formal communication to make Suppliers aware that Rolls-Royce is taking a consistent approach to returning items via the Rejects or Returns process.

Rolls-Royce will be using its current logistics provider. The Supplier will be informed that a part is being returned, either via the Returns process, whereby Rolls-Royce accept liability and want a part repairing, or via the Rejects process, where a part has been found to be not fit for purpose.

All parts will be returned under INCOTERM DAP (Delivery At Place), this means the Supplier will be responsible for any customs clearance as may be required. If a part is being returned via the Returns process the Supplier will be asked to quote for the repair of the part and if any customs costs have been incurred then these will be reimbursed – in most cases, costs should not be incurred. For Rejects that are proven to be the responsibility of the Supplier, Rolls-Royce reserves its rights to recover all costs.

Action Required:

Please communicate these requirements within your organisation ensuring that the goods clear Customs at destination without delay.

NTS Category:

General Information / Communication

Authorised by:

Carrie McComb
Procurement Development Executive