QUAMTRAX

Return Policy — Quamtrax B2B Distributors

Quamtrax — B2B Distributors (operated by NUTRIBULK S.L.) · Version: 27 May 2026

This policy governs the management of returns, warranties and claims for authorised Quamtrax distributors operating through the **quamtraxb2b.com** portal. It complements the B2B Terms & Conditions.

1. General principles

Quamtrax accepts returns of goods under the conditions detailed in this document. To guarantee traceability and processing speed, **every return requires prior authorisation (RMA — Return Merchandise Authorization)**. Returns shipped without an RMA will not be accepted and will be sent back to the distributor with shipping charges due.

2. Deadlines to request a return

Type	Deadline from order receipt
Order error (wrong references or quantities)	**48 hours**
Product broken or damaged in transport	**48 hours**
Defective or non-conforming product	**14 calendar days**
Commercial return (overstock, low rotation)	Subject to prior agreement with account manager
Warranty claim (manufacturing defect)	Up to **2 years** from delivery

Requests submitted past these deadlines do not guarantee acceptance of the return.

3. Products NOT eligible for return

The following are not accepted for return:

- **Opened**, tampered or seal-broken products.
- Products with an **expiration date of less than 6 months** at the moment of the request.
- **Customised products** or special orders (e.g. private label, custom packaging, specifically negotiated batches).
- Special promotions, discontinued products or exceptional sales (except for manufacturing defects).
- Products without prior **RMA authorisation**.
- Products in a different condition than at the original delivery (packaging damaged by the distributor, labels modified, etc.).

4. Return procedure

Step 1 — Request

Send an email to **sales@nutribulk.eu** including:

- **Original order number** (format **#1234** or the internal reference provided by Quamtrax).
- **Reason for return**: order error / damaged / defective / commercial.
- **Detail of affected products**: SKU, quantity, batch (if applicable).
- **Evidence**: photos of the product and outer packaging (especially if it arrived damaged). For defective items, photos of the defect and, if possible, a video of the issue.
- Contact details of the person in charge: name, email, phone.

For warranty claims specifically, also copy **admin@profitnesscentury.com**.

Step 2 — Authorisation (RMA)

The Quamtrax team reviews the request within a maximum of **5 business days** and issues an RMA number with specific instructions:

- Destination fulfilment centre (typically **Lastonred — Portugal**).
- Shipping label, if Quamtrax bears the transport cost (see §5).
- Deadline to send the return shipment (typically **15 calendar days** from RMA issuance).

Step 3 — Shipping the goods

The distributor prepares the return ensuring:

- Products in **original packaging**, with no signs of use.
- Printed copy of the **RMA authorisation** included.
- The parcel clearly identified on the outside with the **RMA number**.
- The return slip Quamtrax sends with the RMA attached.

Step 4 — Reception and validation

Once the goods are received at the fulfilment centre, Quamtrax validates:

- That they match what was authorised in the RMA.
- The condition of the product and packaging.
- Compliance with the deadlines.

In case of significant discrepancy, we will contact the distributor before processing the refund. The validation timeframe is **5-10 business days** after reception.

Step 5 — Refund or replacement

Once the return is validated, depending on the reason:

Case	Resolution
Quamtrax error (wrong shipment, picking mistake)	Immediate replacement + cost assumed by Quamtrax
Damaged in transport	Replacement or credit note
Defective (within deadline)	Replacement, repair if applicable, or credit note
Authorised commercial return	Credit note (discount on future orders) or bank transfer, by agreement
Manufacturing defect (warranty)	Replacement, repair or refund depending on severity

Refund processing time: maximum **30 calendar days** from validation. The refund is made by **bank transfer** to the distributor's account or as a **credit note** applicable to future orders (at the distributor's choice).

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5. Return shipping costs

Reason	Who bears the cost
Quamtrax error (wrong reference/quantity)	**Quamtrax**
Product damaged in transport	**Quamtrax** (handled with carrier)
Defective product (manufacturing defect, within deadline)	**Quamtrax**
Commercial return / overstock	**Distributor**
Return due to distributor error or change of mind	**Distributor**
Return rejected for non-compliance (no RMA, past deadline, etc.)	**Distributor** + return shipping fees

When costs fall on Quamtrax, a prepaid carrier label is provided with the RMA. Do not use carriers other than the one indicated unless expressly agreed.

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6. Goods damaged on delivery

If the goods arrive visibly damaged or the outer packaging is deteriorated:

1. **Note the damage on the carrier's delivery slip** at the moment of delivery. Without this annotation, claims against the carrier are unworkable.
2. Take photographs of the parcel **before** opening it, especially if the outer box is broken or dented.
3. Accept the shipment (do not reject it unless completely destroyed) and proceed as per §4.
4. Notify Quamtrax within the **first 48 hours** from receipt.

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7. Conformity warranty

7.1 Coverage

All products are covered by a **2-year conformity warranty** from the delivery date, in accordance with applicable European legislation. The warranty covers:

- Manufacturing defects.
- Products that do not match the catalogue description.
- Labelling or composition that does not correspond to the official technical sheet.

7.2 Exclusions

The warranty **does not cover**:

- Damage resulting from poor storage by the distributor (extreme temperatures, humidity, prolonged sun exposure, etc.).
- Damage from incorrect handling or use outside the indications.
- Products opened by the end consumer (in these cases the B2C warranty applies, which the distributor must manage with their customer, without prejudice to escalating the case to Quamtrax if an origin defect is determined).
- Products outside the warranty period.

7.3 How to claim the warranty

Contact **sales@nutribulk.eu** indicating:

- Original order number.
- **Batch** of the affected product (printed on the packaging).
- Description of the defect and evidence (photos, video, samples if appropriate).
- If the claim comes from a distributor's end consumer, also indicate: date of sale to the consumer, consumer data (with their consent) and description of their claim.

The Quamtrax team responds within **5 business days** confirming receipt and, if applicable, opening an internal case with the quality department for analysis.

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8. Quality claims

If the distributor detects a recurring anomaly in a batch (variations in colour, taste, texture, labelling, etc.) they can open a quality claim without needing to return the goods. Contact **sales@nutribulk.eu** with:

- Affected batch.
- Detailed description of the anomaly.
- Photographic sample.
- If possible, retain part of the batch for analysis.

Quamtrax processes these claims with its quality department and communicates the resolution within a maximum of **30 calendar days**.

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9. Special cases

9.1 Variant / format exchanges

Exchanges between formats or variants are not accepted except in case of Quamtrax error. If the distributor ordered the wrong format by mistake, they must initiate a commercial return (§4) at their own cost.

9.2 Special orders and private label

Orders produced to measure (private label, custom packaging, specifically negotiated batches) **are not eligible for return** except for verified manufacturing defects. Specific conditions are agreed case-by-case when confirming the order.

9.3 Products withdrawn from the market

In the event that Quamtrax decides to withdraw a product from the market for safety, quality or regulatory reasons, affected distributors will be contacted with specific instructions. These cases are not handled through the standard return flow.

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10. Contact

Topic	Contact
General returns	**sales@nutribulk.eu**
Warranties and defects	**sales@nutribulk.eu**
Administrative / legal	**admin@profitnesscentury.com**
Account manager	Personalised per distributor
General phone	+351 939 990 938
Hours	Mon-Fri, 10:00 – 17:00 (CET / Lisbon time)

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11. Validity and amendments

This policy is in force from the date of last update and applies to all orders placed from the Quamtrax B2B portal. Quamtrax reserves the right to amend it with reasonable prior notice, publishing the updated version on the B2B Resources page and notifying active distributors by email.

For any inquiry regarding this policy, contact **sales@nutribulk.eu**.

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