Product Change and Notification Policy

Dear Customer

As a Distributor and Supplier, The West Group Ltd require our supply chain to have a robust Change Control process in place and to ensure that a clear notification is sent in advance of any planned change.

Please be aware that The West Group Ltd are reliant on our Supply Chain communicating any changes they deem relevant and to do so in a timely manner. We will endeavour to forward the details on to impacted customers as soon as possible after receipt.

We do request that our Suppliers communicate changes to us a minimum of 90 days prior to implementation and request that 12months notice is given in relation to **Discontinued Products.**

Impacted customers, identified as those who have purchased an affected product in the last 36 months, shall be notified via e-mail in the first instance.

Changes may be related to form, fit or function that affect any previously agreed acceptance criteria, product specification or dimensions to the product. Examples of which include raw materials, physical appearance and specified dimensions.

Changes to custom made components will be managed separately as per any product implementation agreements in place.

Please ensure The West Group Ltd have your up to date PCN contact details to avoid any unnecessary delays. Please forward any updates to **marketing@westgroup.co.uk**