

COUNTERFEIT PARTS PREVENTION POLICY

1. Overarching Policy

It is the policy of Sarsen Technology Limited to conduct all business activities in compliance with the rules and regulations applicable to our industry and the laws in the United Kingdom. In all cases, these business activities are conducted to the highest ethical standards. Sarsen Technology's reputation is built on the integrity of our employees and their commitment to maintaining the highest standard of business practice.

2. Prevention Policy

Sarsen is a distributor with no input into the manufacturing process, however there are two main ways that our manufacturing partners can help to guard against counterfeit goods entering the supply chain. These are marking the products and packaging with identifiable data and/or logo and protecting the supply chain.

1. All products are marked with a serial number, date code and logo. The serial number is traceable back to the source components.
2. The company's Counterfeit Prevention Policy is based on having a secure supply chain. This is the most effective method of preventing counterfeit components entering the industry. Sarsen works with a network of franchised distributors who maintain secure facilities; finished goods are held in secure warehouses prior to shipment. All our partners are regularly audited to ISO 9001:2015 or AS9100. Finished goods are shipped between premises using secure reputable couriers.

3. Suppliers

Sarsen Technology only sell products from our approved partner network. These manufacturers only use audited and proven suppliers for purchases of raw materials and components. These materials are verified on receipt and held in secure warehouses.

4. Traceability

The products we sell are marked with serial numbers which are clearly visible on the packaging. The serial number enables the original component, and any sub-component, to be traced back to their origin.

All products are supplied with a Manufacturer's Certificate of Conformity

5. Second Source / Grey Market

When lead times are prohibitive to the customers project, there is the possibility of products being available through 3rd party sellers on the grey market (outside of franchised sources). Sarsen Technology and our supply chain does not support products purchased from the grey market.

There are some occasions where EOL components may be sourced from this market, however all product undergoes rigorous authenticity testing prior to use. Customers must sign a waiver accepting the use of the components.

6. Encountering Counterfeit Products

In the unlikely event that Sarsen Technology or one of its partners discovers counterfeit materials, those materials will be quarantined, and an investigation will be undertaken to discover the source. Full details of the infringement will be reported to the appropriate government trading standards agency for criminal investigation. This may be outside the UK if the OEM concerned is in another country.

In the event that a Sarsen Technology customer believes they may have discovered counterfeit materials they are to quarantine the goods, contact the source from which they obtained the products, and make their concerns known. The customer is advised to report the incident to the appropriate government trading standards agency, if appropriate.

7. Purchasing of Products

To guard against receiving counterfeit components, customers are advised to only buy direct from Sarsen Technology, the OEM directly or from another franchised source.