



SEDGEWALL

Counterfeit Products Policy

Sedgewall Ltd has a long history of supplying electrical/electro-mechanical assemblies, custom-made communications information technology (CIT) systems and the supply and support of radio and paging systems to its customers.

As the manufacturer of such systems we purchase components for incorporation into those systems that we then subsequently supply to our customers. We have robust systems to ensure that these components, and other products which we procure, are fit for their purpose and comply with the specifications against which we have purchased. Where we procure products for subsequent supply to our customers, to maintain those systems of our manufacture for example, we only purchase from proven suppliers of those products, which typically are those which supplied the original equipment.

Sedgewall operate an ISO 9001:2015 Quality Management system and only purchase products from suppliers with whom we have established confidence in their ability to supply us with products which meet the requirements outlined on our purchase documentation. Products accepted by Sedgewall Ltd are fully traceable to the incoming documentation as well as to previously supplied systems/products.

In the event that product is supplied to us that is NOT in accordance with our requirements, we have processes where we quarantine the product(s), fully investigate the issue, and can refuse acceptance of the product, returning it as necessary to the supplier.

In the event that Sedgewall discovers counterfeit product, those products will be quarantined and an investigation undertaken to determine the source. Full details of the infringement will be reported to the appropriate agency(ies) for potential criminal investigation.

Equally, we would encourage any Sedgewall customer who believes they have discovered counterfeit products to quarantine the items, contact the source from which they obtained the product, and make their concerns known. The customer is advised to report the incident to the appropriate agency(ies) for them to act accordingly.

D Griffith

General Manager

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