



Counterfeit Avoidance Policy

Our policy is to purchase only new and authentic materials from authorized suppliers or the original manufacturer of the product.

At Goods In checks are made against purchasing documents to verify the identification, quantity and condition of the items in the order. Verification includes obtaining objective evidence of the quality of the product from suppliers through documentation, visual inspection of products upon receipt prior to formal acceptance and booking in of parts at our site. No product will be booked in without either a Certificate of Analysis, Certificate of Conformance, Certificate of Compliance or a Test Certificate.

Any Ellsworth Adhesive products will have batch codes. The batch code enables the original component to be traced back to their origin.

If material is identified as suspect or counterfeit, it will be immediately removed from Booking In area, segregated, and quarantined.

If Ellsworth Adhesives discovers, identifies or suspects material of being counterfeit, the material will be quarantined and an investigation will be undertaken to discover the source. The supplier will be contacted and provided with the information that supports the suspected counterfeit nature of the material and asked to verify if the material is counterfeit. After investigation, if the material is proven to be Counterfeit then full details of the infringement will be reported to the appropriate government trading standards agency for investigation. If an Ellsworth Adhesives 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 for investigation.

If a customer becomes aware or suspects that it has counterfeit product they shall immediately notify Ellsworth Adhesives with the relevant information to enable Ellsworth to investigate. Ellsworth will immediately inform any other purchasers of the same product that it is suspected to be counterfeit and that it is being investigated.