

**DEPARTMENTAL PROCEDURE : SALES (Q3)**

**Document No:** HTP/003/8

**Description:** GOODS RETURN POLICY

**Revision:** 5

**Page:** 1 of 1

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**Issued by:** Quality Division

**Issue Date:** 24 October 2016

This electronic document is valid on 2016/10/31 when printed (Non-controlled when printed)

## GOODS RETURN POLICY

As part of our continuous drive to improve our processes, and ultimately our service offering to you, we would like to remind you of some important aspects of our Goods Return Policy:

1. The return of goods is subject to our sole discretion and will only be accepted back under the following conditions:-
  - i. The goods are faulty.
  - ii. The goods were incorrectly delivered by us.
  - iii. The request to return goods has been received within 7 days of purchase.
  - iv. Prior approval to return the goods has been obtained from one of the following managers/supervisors and who accordingly has issued you an official Collection Note:-
    - Johannesburg –Lyndon Venter-Internal Sales Manager
    - Durban – Anesh Timul-Branch Manager/ Suraj Sookraj-Internal Sales Supervisor
    - Cape Town – Pedro Dias Lobo-Branch Manager/ Ralton Sinclair-Internal Sales Supervisor
    - Port Elizabeth – Arno Leach-Branch Manager/ Adel van Rensburg-Branch Administrator
  - v. All returned goods are in a saleable condition.
  - vi. The goods are accompanied by the official Collection Note. **NOTE:-** Our drivers, Sales Reps and stores personnel have been instructed not to accept any goods for return without a Collection Note, or which are not specified on the Collection Note.
2. Due to the direct and indirect cost involved with the handling of returns, all returns will be subject to an automatic 15% handling fee.
3. Faulty and wrongly delivered goods will not attract the handling fee.
4. **Make-to-order** and **heat shrink products** and / or special goods as per customer requirements will not be considered for return unless the goods are faulty or were incorrectly delivered by us.
5. Goods will not be accepted for credit if the Part Number no longer exists on our system.
6. All slow-moving, non-preferred, obsolete stock and or provision listed items will not be accepted for credit.