

Debit Note & Goods Returns procedures

Receipt of Goods: -

1: **Short shipments** – Claims must be notified within 72hrs of receipt of order.

- a) An RMA claim number will be issued by a Tamco staff member once confirmation of the short shipment is verified.
- b) It is important that the relevant claim RMA# appears on your debit, failure to do so will delay the credit procedure and may result in a claim being denied.

2: **Damaged in Transit** - Must be notified within 24hrs of receipt of order.

- a) If the delivery is clearly damaged on receipt, then please **sign** directly on to the Freight Company's 'Waybill' as **DAMAGED!** Photographic evidence should be forwarded to Tamco as soon as possible. This will aid in our claim against the Freight Company and help prevention future damages, lack of evidence may cause the claim to be denied.
- b) If the product received is still required (and not a full credit), then all damaged received products, will be resent with new paperwork (*Free of Charge*) as soon as the claim has been verified.

Note this must be within the first 24hrs of receipt of goods. If the goods are no longer required, a Tamco member of staff will issue an RMA # upon the claim's approval.

- c) The relevant claim RMA # must appear on your debit as this will aid in the processing of credits.
- d) PLEASE NOTE - Any goods being returned without an authorized RMA will be refused and returned to sender at their cost.

3: **Damaged on collection** - Must be noted immediately at time of collection.

- a) If the delivery is clearly damaged at time of collection it is the responsibility of the person signing for the goods to advise a Tamco employee so that we may provide you with an immediate replacement. Once goods have been signed for, title and responsibility for the safe travel of those goods falls to the person(s) collecting them.
It is imperative that checks for any signs of damage are done by the collection agent, before leaving the premises. Failure to do so, may result in the claim being denied.

Faulty Products: -

4: **Faulty Goods** – All goods should be returned with an authorization (RMA) number clearly marked on them, unless '*Destroy in field*' is authorized (see 3a below).

- a) A relevant claim RMA # must appear on your debit as this will aid in the processing of credits.
- b) Goods tested and found not to be defective, will be notified and returned to the branch on their next shipment. Tamco retains the right to refuse credit for these items

3a: **Destroy in field** – Must be authorized by a Tamco member of staff with a confirmation/ RMA claim number.

- a) A relevant claim RMA # must appear on your debit as this will aid in the processing of credits.

Stock Clearance/Return

5: **Stock Cleanse** – All branches wishing to return non-selling stock must comply with the following, so we can process the relevant paperwork in a timely and efficient manner.

- a) ALL batteries & chemical products are non-returnable due to shelf life.
- b) All products NOT purchased direct from Tamco businesses (Centaur/F4P, FUSION, TAMLITE or MCG), are not eligible for return to the business for credit.
- c) Debit claims for Stock cleanses must be accompanied with an order value 1.5 times the return value and be for products under the same business unit as being returned. On receipt of a copy of the replacement Purchase order and the corresponding debit, an RMA # will be issued. (Please cross refer the debit # and PO # to speed up approval)
- d) All authorized returns to be accompanied with an official RMA #, issued by a Tamco staff member. The corresponding claim RMA# must appear on your debit again to speed up credit processing. (Please provide relevant *Shipping/tracking reference numbers*).
- e) Original invoice numbers must be included on the debit ('F7' will pull these into the debit note). If the relevant invoice #(s) cannot be produced, credit/line value will be at Tamco's lowest cost offering of this product, or a percentage of the goods value.
- f) **All goods/packaging must be in a re-saleable condition. Goods not in compliance will be returned to sender without credit.**
- g) All products must be current valid Tamco stocked parts. Discontinued products are considered non-returnable unless prior authorization has been given.
- h) All returning products must have been purchased within the last 18 months for a full credit to be agreed to. Goods over 18 months will be not be approved for credit.
- i) All freight relating to goods being shipped back to Tamco are the responsibility of the returning branch; Tamco or associated businesses will not pay for shipping from any branch to any Tamco warehouse location. Please note this is a company policy with all in-house companies worldwide.
- j) PLEASE NOTE - Any goods being returned without an authorized RMA, Tamco reserves the right to refuse and returned to sender, at their cost.

Incorrect goods

6: **Wrong goods/shortages received** – Please call on receipt –

- a) An RMA will be confirmed immediately, once the error has been confirmed.
- b) Shipping will be arranged unless an alternative solution can be agreed to.
- c) The correct goods will be sent out immediately if still required.
- d) The relevant claim RMA# must appear on your debit as this will speed up our credit procedure i.e. you will receive the approval/credit much quicker.

Pricing Discrepancy

7: **Pricing errors**

- a) ALL invoiced pricing will be booked at our standard Tamco Group Database pricing, (i.e. special quoted price/terms) with branch personnel, Group Manager or General Manager. Please ensure to apply relevant SPA quote numbers to relevant P/O's in order to reduce discrepancies.
- b) Any disputed/incorrect invoiced pricing should be discussed with the relevant Tamco employee (*i.e. that agreed to the original special pricing offer*). Once all is agreed to an RMA # will be issued (*Please note invoice #*)
- c) The relevant claim RMA # must appear on your debit as this will aid in the processing of credits.

These procedures are subject to review.