

RCA



Eastern Region

DISTRICT:

Quebec City

TERRITORY:

26

SALES REP NAME:

Fernand Bradley

March 26, 1973

POLICIES / PROCEDURESDEALER MERCHANDISE RETURNS
=====(1) PURPOSE

To prevent Unauthorized Returns of merchandise by dealers and to state the conditions under which such merchandise may be returned.

(2) APPROVAL

- 2.1 All merchandise returns must be approved in advance by either the Regional, Branch or appropriate Product Sales Manager.
- 2.2 The return of merchandise is to be authorized when the company is at fault or when the manager feels it is to the advantage of the company and the dealer that the return be accepted.
- 2.3 Since the return of merchandise is generally not in the best interests of the company, care should be exercised in the granting of this privilege.

(3) CONDITIONS

- 3.1 In cases where the company is not at fault, but the return of merchandise is nevertheless authorized, the following conditions will apply:
 - 3.1.1 The branch will prepare the label form 2068, which the dealer must use on all merchandise returns, and send it to the dealer (See Section 4).
 - 3.1.2 The dealer must pay the transportation on merchandise returned.
 - 3.1.3 Merchandise must be returned in its original carton with skids and packing materials.

DEALER MERCHANDISE RETURNS
=====(3) CONDITIONS (Cont'd)

- 3.1.4 All literature and accessories originally enclosed with the merchandise must be returned with it.
- 3.1.5 A restocking charge of 5% of the original billing price will be charged to the dealer on returned merchandise.

This charge is to cover handling, inspection and service touch-up, and is to be coded to Shipping and Warehouse, Expense Credit Account No.

830-299-54 (location)

- 3.1.6 Repairs to merchandise received in damaged conditions will be billed to the dealer's account, unless proven that the damages were caused in transit, and therefore are claimable from the carrier or covered by the company insurance liability.
- 3.1.7 The return of non-current merchandise is not to be permitted.
- 3.2 If the company is in error in some way, and therefore obligated to accept the returned merchandise, conditions as in 3.1.2 - 3.1.5 and 3.1.7 above are waived at the discretion of the Regional or Branch Manager.
- 3.3 All returned merchandise must be inspected when received to see if it needs touch-up or repair.

(4)

- 4.1 The MERCHANDISE RETURN AUTHORIZATION Form 2068 is to be used to prevent unauthorized returns of merchandise by dealers.
- 4.2 All returned merchandise must bear the labelled part of Form 2068.

DEALER MERCHANDISE RETURNS

(4) (Cont'd)

4.3 When a dealer wishes to return merchandise, the branch will obtain the following information from him:

- Model No.
- Serial No.
- Date and Number of the Invoice on which the dealer was originally billed
- Reasons for the return request

4.4 If permission is granted, the branch will copy Form 2068 and have it signed by the Regional, Branch or appropriate Product Sales Manager (See 2.1).

- 4.4.1 The branch will send the label and first copy to the dealer.
- 4.4.2 The branch will file the second copy with a copy of the Credit Note for audit purposes.
- 4.4.3 The third copy will go to the branch Warehouse Receiver as his authority to accept the merchandise return when it arrives.
- 4.4.4 The usual procedure will be followed when issuing a "credit" to the dealer's account.

Forms related to this procedure:

- Dealer Merchandise Returns / Form No. 1-16
- Summary by Territory / Form No. 2-16

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POLICIES & PROCEDURES

To-Date

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POLICIES & PROCEDURES

To-Date

SUMMARY BY TERRITORY

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