



## CREDIT CLAIMS POLICY

Credit claims are part of our service to you our valued client. However, co-operation from both sides is essential in order to ensure that you are provided with an efficient service, and it is necessary that you comply with the procedures as detailed in this policy document.

### **A: CREDITS WILL ONLY BE CONSIDERED FOR THE FF:**

#### **1. GOODS SHORT RECEIVED OR DAMAGED**

Shortages or damages must be reported to Customer Care within 48 hours of receipt thereof. Damaged goods must be returned to L'ETANG'S and must be accompanied by a copy of the original tax invoice. When returning damaged goods, please ensure that the goods are packed securely to prevent other goods from becoming soiled.

#### **2. GOODS INCORRECTLY ORDERED OR SUPPLIED**

Goods incorrectly ordered or supplied must be reported to Customer Care within 48 hours of receipt thereof. All goods must be accompanied by a copy of the original invoice and must be unmarked and in a saleable condition.

#### **3. EXPIRED/EXPIRING STOCK**

Goods will only be accepted for return six months prior to the expiry date and not more than twelve months from the date of purchase. As credits are granted at the original purchase price, a copy of the original tax invoice must accompany these items. Any item purchased with an expiry of less than six months may be returned within 48 hours from the date of purchase.

#### **4. PROMOTIONAL ITEMS**

Any item purchased on promotion (telesales promotion, brochure, med expo, web promo, etc.) is non returnable. Any item with a short expiry purchased on promotion is also strictly non returnable.



#### **5. MANUFACTURERING FAULT**

Please specify the manufacturing fault in writing on request for a credit to our Customer Care agent, and we will take up the query with the supplier concerned.

#### **6. “BUY-OUT” ITEMS**

Any items supplied on a “buy-out” request will be strictly non-returnable.

#### **7. AGENT/REP ORDERS**

Agent orders are strictly non returnable. Should problems be experienced with orders placed by an agent, kindly contact our Customer Care so that the original Order form can be checked to determine where the error originated.

#### **8. COLD CHAIN**

Credits will not be granted for products where the **COLD CHAIN** is applicable eg. Vaccines, Insulins, etc. In the event that the product was supplied in error, we will only accept this return under the following conditions:

- a) Request for the return of the product will be forwarded to one of our resident Pharmacists at L'ETANG'S for authorisation.
- b) The product must be packed in the same manner as supplied, ensuring that the cold chain is maintained. Goods received out of the cold chain will not be accepted for credit.

#### **8. SCHEDULE 6 & 7 PRODUCTS**

Approval must first be obtained from our resident Pharmacists at L'ETANG'S before credits can be granted. These products must be returned on a separate credit request form and must be addressed to our Pharmacist who authorizes credits. All relevant details and documentation must accompany the returned items in order to comply with legal requirements.



## B: PROCEDURE FOR CREDIT CLAIMS

1. Kindly contact L'Etang's Wholesale Chemist's Customer Services – 031 5778544.
2. The original invoice number must be quoted together with the query.
3. Customer Services will log the query and issue a reference number which is specific to that query. Kindly note that the reference number must be quoted for all enquiries relating to that query. **(Note: the reference number is not an authorization/confirmation for any return or credit)**
4. Once customer care obtains authorization for the credit, the delivery personnel will present an upliftment note with the reference number for any goods (damaged, short dated, faulty, over supplied, incorrectly ordered or supplied) requiring upliftment.
5. The goods together with a copy of the original invoice must be handed to the delivery personnel.
6. Upon receipt of the goods a credit note will be issued to the customer.
7. If an incorrect price has been charged & if goods have not been received by the client, a credit note will be issued accordingly.
8. A copy of the credit note will be sent to the client as proof of the credit being passed.
9. **Please note our drivers/couriers have strict instructions not to uplift any goods unless they are in possession of an upliftment note.**