



## **Customer Return – Policy & Procedure**

### **Policy**

**Product being returned must comply with the following conditions:**

1. The product must have been originally supplied by ProAble.
2. The product must be in good condition - original packaging, complete with all parts, fasteners, instructions and templates etc.
3. ProAble “stock” product is returnable.
4. ProAble “non-stock” product is only returnable if it is returnable to our supplier.
5. Product that has been fabricated and/or modified by ProAble is not returnable.

**If product does not meet all of these conditions, it is not returnable.**

### **Stock Product:**

1. Must comply with the conditions noted above.
2. Is subject to a 25% (of original pre-tax sell amount) ProAble restocking charge, plus all related inbound and outbound shipping costs.

### **Non-Stock Product:**

1. Must comply with the conditions noted above.
2. If returnable to supplier, this product is subject to the suppliers restocking charge, a 25% (of original pre-tax sell amount) ProAble restocking charge, plus all related inbound and outbound shipping costs.

### **Procedure**

1. Upon receipt, ProAble staff must document the following: date returned, returned by, customer name, project name, reason for return, quantities and detailed product description.
2. A copy of the documentation is to be forwarded to the customer, salesperson, coordinator, and finance manager – then fastened to all returned product.
3. Product must be placed in the “Product Under Review” area.
4. Each request is to be dealt within 15 working days and the customer is to be advised of the outcome in writing.
5. In the event that no credit is to be issued, the customer must be advised in writing requesting which action to be taken with regard to the product. Product must be removed or discarded within 30 days.