



S Buys Wholesaler Stock Return Policy (version 2)

S. Buys Wholesaler implemented a returns policy in accordance with quality assurance standards. Products are sold on a **Non-Returnable basis** with the following exceptions:

- o If goods were **supplied in error, incorrect products / quantities supplied, supplied short dated** or were **damaged during transit**, provided that S. Buys is **notified within 72 hours from delivery**;
 - o Product recall;
 - o Quality complaints
1. For any returns please phone our Telesales Department on (018) 788 3511.
 2. All returns **must** be logged onto our system, and a claim reference number / CRM-number obtained, before any stock may be returned. Without a claim reference number, no pick-up will be arranged or return allowed.
 3. Please note: no ***Fridge line items, REP-orders, Special Orders or Schedule 6 items*** will be accepted for credit.
 4. Requests for stock returns due to reason "Ordered in Error" will be evaluated monthly and excessive number of requests for this return reason will be referred back to the specific pharmacy manager to address with the ordering staff. Accurate ordering is important to keep the number of credit requests at acceptable levels.
 5. If parcels are received damaged – please endorse on the POD / delivery note that the parcel was delivered damaged and if possible – take a photo of the damaged parcel and e-mail to customserv@sbuys.co.za – this is especially important for damaged stock received via a Dawnwing delivery.
 6. Request for return of stock, must be accompanied by a copy of the Original Invoice, Product Batch number, Product expiry date and Quantity to be returned.
 7. The returned stock must reach S. Buys Wholesaler within 5 working days, after a credit reference number was granted. After 5 working days the Credit Reference number will expire, and no credit will be granted.
 8. S. Buys cannot accept for credit, any items that are not in a re-saleable condition or products that have been marked or feature customer pricing. All goods returned to S Buys Wholesaler must be packaged properly to ensure that the product quality and appearance is maintained during the return shipping process.
 9. Please ensure that all parcels to be returned are packed properly and are ready for collection. Only two collection attempts will be done where after the CRM will be closed and no credit will be granted.
 10. When a driver arrives to uplift the parcel, the collection trip sheet must be endorsed (signed or stamped) by the customer.

11. Once the goods have been received by our Telesales department, the returned products are evaluated by the Pharmacist on duty and a decision is made regarding the credit request. Once the credit is granted, a credit note will be issued and forwarded to the customer.