



[2023]

RETURN FOR CREDIT POLICY AND PROCEDURES

Clarification

RFC – A product or products purchased from Motus Aftermarket Parts that are being returned within the stipulated time period that meet the below criteria:

- 1. Product has not been used.**
- 2. Product packaging is undamaged.**
- 3. Product is in a resaleable condition.**
- 4. Reason for return is correctly allocated as the below policy outlines.**
- 5. Short supplied on invoice.**

The above product is to be returned to the branch and the details of the process to follow will be provided in this document.

RFC PROCESS:

GENERAL (Stock Items)

1. RFC's should be processed with the relevant sales or debtors person handling each customers' account.
2. Collection or acceptance of goods does not constitute liability or acknowledgement of the credit to be granted by PIA.
3. Credit will only be passed once stock has been received at the Warehouse / Branch and inspected by the BIA/RFC Clerk.
4. The following time frames to return items will be applicable to RFC's:

Incorrectly Ordered	3 Days
Order Cancelled	3 Days
Short Supplied	48 Hours
Incorrectly Supplied	48 Hours
Incorrect Price	48 Hours

5. Any other reason for an RFC, other than stated above, will be subject to a 24 hour time allowance unless special prior authorization is obtained from Management. All RFC's received out of the allocated return time will be subject to a 15% re-stocking and administration fee. (Discretion will apply at different divisions in Motus Aftermarket Parts, rural and cross border customers)

NO RFC WILL BE ACCEPTED UNDER THE FOLLOWING CONDITIONS:

1. Goods that do not originate from Motus Aftermarket Parts. **Parts returned must be allocated to a valid invoice number.**
2. No part will be accepted back for credit once the product has been fitted.
3. Goods not in their original condition – i.e. damaged packaging, damaged components, missing and/or dirty components that are not in a saleable condition. Disassembled or physically altered. Blended or combined with other goods.
4. Goods returned in boxes / packaging that have been re-marked, damaged or defaced in any way, including price stickers, will not be accepted for credit and will be returned to the customer.
5. Globes and Glow Plugs will NOT be accepted back for credit.
6. Rectifiers, Regulators, Ignition Modules will NOT be accepted back for credit.
7. Gas lifts will NOT be accepted back for credit unless it's a claim and the reason of return is stated. "Claim / Faulty" will not be accepted as a reason.

BUY-OUTS:

1. Buy-outs correctly supplied will not be accepted for credit.

PROCEDURE:

1. Customer to phone **[or e-mail]** sales staff and request for collection slip. The following information must be available:

- 1.1 Invoice number and date of purchase.
 - 1.2 Valid part number.
 - 1.3 Detailed reason for return. Use the correct reason code.
 - 1.4 Method of collection – Branch to collect / Customer to return.
2. Only goods stipulated on the collection slip will be collected. Manually added part numbers on a collection slip will be rejected and sent back to the customer. **[Manually added part numbers will not be collected by the driver].**
3. **RFC's can only be sent back with the driver in possession of a collection slip that will be tripped on his trip sheet.**
 - 3.1 Customer to ensure that the goods are ready for collection, and are not to keep our driver waiting. **[Please ensure that there are 2 copies of the collection slips printed. One to be signed and allocated to the driver and one to be kept by the Franchisee, Customer, Branch as POD].**
 - 3.2 If goods are not ready for driver to collect, it will be the responsibility of the customer to return the goods.