

RETURN POLICY MANUAL

Tank Investments (Pty) T/A Econo Foods Lesotho




Section	Operations
Policy Name	Return Policy
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Custodian	Sales Manager, Retail Manager and Warehouse Manager
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1 Introduction

1.1 Purpose of the return policy

This document serves to outline the specific requirements as to how, when and under what circumstances Econofoods customers can return their purchased goods. The policy is intended to ensure a simple claim assessment at returns desks, as the return incurs customer transaction costs inclusive of the expense and hassle of bringing the product back to the retail shop.

EconoFoods Lesotho does its best to maintain a cold chain delivery system of perishable products for its customers and as such expects its customers to also understand that once supply conditions are broken after buying; there are many factors outside of its control that can affect the quality of a product. Thus:

NB: For reasons of health and safety, EconoFoods Lesotho perishable food products are sold on a non-returnable basis unless defective. Customers should check that the items they have picked in-store/ordered from the shop are in good condition and also what they need.

1.2 Objectives

- ✚ To provide clarity of return policy and process to service staff so that there is quick resolutions of returns claims with less customer effort.
- ✚ To highlight the returns process for different products, frozen vs chilled.
- ✚ To help prevent fraudulent product returns.
- ✚ To ensure that Econofoods complies with consumer protection laws and management of product returns in the retail industry.
- ✚ To have efficient returns operation that build customer trust as a source of competitive differentiation and customer retention advantage.
- ✚ To manage and meet customer expectations of good customer service.
- ✚ To increase sales and attract new customers; by reducing the risk associated with a making a purchase.

2 Definitions

Perishable products-products that have a shorter shelf life and may deteriorate quickly due to environmental factors (e.g temperature, humidity)

Cold chain delivery system-transportation of temperature-sensitive products along a supply chain through thermal and refrigerated packaging methods.

Defective product-any characteristic of a product which hinders its usability for the purpose for which it was designed and manufactured.

Customer returns-bringing back the product bought to the store.

Refund- Pay back to a customer who is not satisfied with products bought.

2 days return policy- Customer is given two days after receiving a product to request a return.

EconoFoods perishable products-Frozen and chilled products

3 Scope

This policy applies to all EconoFoods Lesotho stores and customers.

4 SECTION 1: RETAIL RETURNS

4.1 Customer efforts required to claim defective products returns

- ✚ Make a phone call to the store or bring back the product to the retail service desk directly.
- ✚ Bring back original receipts/proof of purchase.
- ✚ Fill in returns form at a store the product was bought.

4.2 Returns policy restrictions

Strict time limits for returns-2days deadline from the day of purchase to prevent customer abuse.

Returns receipt with bar code or receipt number must be provided.

Defective products or of poor quality are authorised as genuine returns. In some cases also, faulty product issues which are often rare but possible; incorrect labelling on products and wrong packaged items will be considered as acceptable returns.

Extent of service coverage during the claim process is that the product should be replaced or money refund in cases where the product is now out of stock.

Under no circumstance will a return be considered valid if the claim is on account that the customer does not understand how to use the product, product does not match the description

or sample, customer change of mind about the product and other behavioural issues such as family member influence or competitors product available at cheaper price.

EconoFoods return policy should be made accessible across the company sales channels, company website and social media sites for customers to read it and understand what is expected of them. Also, its main clauses to be enclosed at the back of the receipt.

4.3 Corporate exceptions to return stock at a later date:

In a case where a retail customer bought a damaged or defective product a day before a holiday, they can return it the first day after the holiday period is over.

5 SECTION 2: DISTRIBUTION RETURNS

5.1 Returns policy restrictions

Food is a perishable product and therefore must be returned atmost 2 days after purchase.

EconoFoods sells Frozen and chilled food products which must be returned following a cold chain truck delivery system.

Returnable stock must be in their original packaging.





Products purchased at EconoFoods distribution department need to be returned at the returns counter of EconoFoods warehouse.

In a case where a customer is not able to come to the warehouse to return stock, he or she should state the relationship with the person to make the return on their behalf.

Under no circumstance will a return be considered valid if the claim is on account that the customer does not understand how to use the product, product does not match the description or sample, customer change of mind about the product and other behavioural issues such as family member influence or competitors product available at cheaper price.

EconoFoods till slips and invoices should refer customers to its corporate website to read the return policy terms.

5.2 Acceptable stock return reasons:

-  Wrong order by sales person
-  Damaged or defective products
-  Invoicing error
-  Wrong stock offloaded

- ✚ Stock received has expired/ Stock received is short dated
- ✚ No money to pay EconoFoods or Store was already closed when driver arrived

5.3 Corporate exceptions to return stock at a later date:

1. For Bulk purchases and route deliveries

Since some stock may only be realised their defectiveness after cooking or opening the package. A bulk purchase customer must immediately report the incident upon realising it and provide pictures of product with the bar code on the packaging before returning stock. Still, unopened or used items are non-refundable unless the return is due to manufacturer defect or are damaged.

Provision is also made for non-local customers to return stock some days after, as they have to keep defective stock with them until such time when EconoFoods cold chain trucks is able to collect it from them.

5.4 Our Guarantee

EconoFoods Lesotho promises to refund stock with same brand item only when it is available in store. In some cases however, if such stock is not available and the customer is not willing to wait for their special order, they have an option to buy any other stock at the company with the money debited into their account.

5.5 Items ineligible for return

EconoFoods will not accept or replace items not kept in cold chain from distribution customers.

5.6 Procedures:

- 1) Driver to return invoice copy with indicated stock lines along with return reason code.
- 2) Manager/Supervisor to check returned stock and complete the goods return slip.
- 3) Goods return slip with a copy of the invoice and route sheet to be filed.
- 4) Credit Note to be done.

5.7 Non Compliance:

Adherence to the policy is fundamental and breach of the policy by parties concerned will be viewed as a serious misconduct which will lead to the return not being processed.