

Rotation and Faulty Stock Returns Policy

Feb 2009

Rotation Stock

The purpose of stock rotation is to ensure that our customers do not land up with slow or redundant stock resulting in unnecessary financial loss to them. There are large costs involved in the processing of Rotation Stock and it is **therefore limited to slow moving stock only** as fast moving stock will sell through. In terms of our policy, slow moving stock supplied into customers' stores can be rotated **within a period of 90 days** from the date of invoice.

It is imperative to keep track of stock in stores to minimise the risk of redundancy. This can easily be achieved by setting up a profile system of stock control and ordering. The use of profiles ensures that dated stock is removed and replaced with latest model stock with stock replenishment based solely on sell through.

The profile must be set up in conjunction with our QD Cellular Sales Representative and should be updated every three months. In this way both QD Cellular and the storeowners / managers will **share joint responsibility for the stock in store**.

Stock rotation can be done at any time during the month **but must be accompanied by an order for the equivalent value to the stock that is being returned**. Rotation stock will not be credited without a new order being placed.

General requirements

- All rotation stock must be returned in the original packaging in the same condition as when it was originally received by the store
- Packaging on **Original, Bluetooth and certain niche accessories may not be written on, damaged or marked in any way** i.e. it must be in a saleable condition.

Additional requirements relating to specific product ranges

Navigation devices

- The box must be returned unopened and the device unused

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Satzuma Emergency Chargers

- These units are sold in boxes of 48 pieces and can only be rotated as complete boxes ie rotation of individual models are not permitted
- There is no exchange on any units where the seal covering the phone connector has been removed allowing for use of the device

Any product returned for rotation that does not adhere to the relevant requirements above will be rejected and returned to the store.

Faulty Stock

All QD Cellular products carry a 1 year guarantee against manufacturing defects. Under these circumstances QD undertakes to exchange any faulty item for a new one by means of a credit note provided the requirements set out below are strictly adhered to. Please note that **QD will not exchange any product which has become faulty as a direct result of user abuse.**

General requirements

- All faulty stock must be **returned in the original packaging** to enable it to be identified as QD stock and returned to the
- All faulty stock returns must be **accompanied by the customer's proof of purchase.**
- Faulty Bluetooth and other niche products must be **returned complete** ie all accessories like chargers, pouches and manuals to must be included together with any packaging inners and plastic lids (where applicable)
- **Boxes accompanying faulty product must not be written on** as the faulty pieces are exchanged and the boxes re-used where possible.

Additional requirements relating to specific product ranges

Pouches/ Leather Cases

- Leather cases that have been damaged through wear and tear or heavy use will not be covered under the QD guarantee

Travel and saver chargers

- All chargers must carry a QD label and be identified as QD product
- The guarantee on these products is limited to electronic failure only
- The guarantee is void if the user has damaged the housing, cord or connector
- Should the product not be used to perform the function that it was designed for, it will not be covered under the QD guarantee

Batteries

- All batteries must carry the QD sticker and be identified as QD product
- Batteries that have casing damage caused through mechanical force or being dropped will not be covered under the QD guarantee

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Satzuma Emergency Chargers

- The product is disposable and carries no guarantee.

Original Accessories

- The OEM manufactures dictate the policy on returns
- All returned items must be free of physical damage
- All returned items must be returned **in the original packaging** so it can be returned to the OEM supplier
- All OEM Bluetooth and Car Kit products must be accompanied by a **QD Faulty Return slip** duly completed

Car Kits and Bluetooth devices

- The OEM manufactures dictate the policy on returns
- All returned items must be free of physical damage and are guaranteed against electronic failure only
- All product must be accompanied by a **QD Faulty Return slip** duly completed
- Cables cut or damaged on any Car kits will not be covered under the QD guarantee
- The cradle and junction box on the Car Kit must carry a QD label and be identified as QD product

Any faulty product returned that does not adhere to the relevant requirements above will be rejected and returned to the store.

I hereby acknowledge receipt of the **Rotation and Faulty Stock returns Policy** as detailed above

_____ (Store owner)

_____ (date)