



# Exsell Australia Credit Return Policy

Effective 1<sup>st</sup> July 2021

This policy applies to goods being sold to you by Exsell Australia PTY LTD (ABN 65 146 728 323) and is to be read in conjunction with our Terms and conditions of sale.

For all credit return claims, Exsell Warehouse must be notified within 48 hours of order delivery.

If a product is eligible for a credit and/or return, as identified below, a 'Store Credit Request Form' is to be submitted via the online portal [HERE](#). When completing the claim form please ensure you provide the following details:

- Store Name or Customer Number
- Invoice Number
- Reason for the claim
- Item No
- Quantity for the claim
- Expiry date (if applicable)
- Batch number (if applicable)
- Carton Dimensions and weight (if applicable)

Prior to returning any goods to Exsell Australia, a return authority must be given by an Exsell Australia staff member. After a claim has been assessed, an Exsell Warehouse staff member will communicate instructions regarding processes for credit and the return or disposal of goods.

## **Reasons stock can be returned and or credited**

### **1. Short dated**

1.1 - Ethical stock received has an expiry of less than 60 days from delivery day

1.2 – FOS stock received has an expiry of less than 180 days from delivery day

### **2. Faulty** - The stock received is faulty and does not function as intended.

### **3. Damaged in transit** - The stock received is damaged beyond saleable condition upon delivery. In cases of damage, clear images of the damages must be provided.

4. **Not on planogram** - The stock received is not part of the predetermined planogram for the store and stock was not specially order for the store by staff.
5. **Ordered in error** - The stock received was ordered for or by the store in error and cannot be sold by store. In cases of stock ordered in error by store, the store must organise stock return to Exsell Warehouse at their own expense.
6. **Wrong stock supplied** - The stock received is incorrect and does not match or has not been invoiced to the store.
7. **Recalled / Withdrawal** - When stock is recalled or withdrawn by manufacturer items will be credited. Stock is to be quarantined by store until advised of disposal or return procedure.
8. **Stock not Received** - Store has been invoiced for items that have not been dispatched by warehouse.
9. **Tote not received** - A tote or carton is not delivered for an order but is listed on the manifest. Stores are responsible for confirming and correcting the number of totes and/or cartons delivered on the manifest and signing the discrepancy.  
Once a pharmacy signs the Proof of Delivery with the relevant carrier acknowledging the quantity of totes physically supplied to be correct, any claim for missing totes after this process can-not be authorised.  
A signature by pharmacy staff on the Proof of Delivery document through relevant carrier is Exsell's evidence that receipt of parcels was in full.
10. **Incorrect price charged** - If incorrect price is verified by Exsell warehouse, stock can be credited at price present on invoice. A new invoice will be issued for received stock at correct price.

For any further information or to obtain a 'Store Credit Request Form' please contact [warehouse@pharmacyplatform.com.au](mailto:warehouse@pharmacyplatform.com.au)