

BCE Credit and Returns Policy

1. Application

The BCE credit and returns policy refers to the policies applied by BCE in respect of credits and returns of BCE products. The BCE credit and returns policy applies to all general BCE dealers.

2. Conditions under which a credit or return will be processed

2.1 A credit or return will be accepted provided:

2.1.1 Stock is returned within **14 days** from the date of our invoice (relating to that stock), subject to the conditions that:-

2.1.1.1 the stock is unused and has in no way been permanently spoilt ;

2.1.1.2 the stock is in its original packaging. As far as possible, the original packaging should be damage free. In the event that the packaging is damaged, BCE reserves the right to charge a replacement fee for new packaging which has to be substituted for the original damaged packaging;

2.1.1.3 All original contents of the packaging (this includes but is not limited to manuals, blank warranty cards and any form of accessory which accompanies the stock) are present. In the event that the contents of the packaging are not present, BCE reserves the right to charge a replacement fee for the contents of the packaging which has to be replaced;

2.1.1.4 An uplift note has been authorised by the respective BCE Regional Manager prior to BCE receiving any stock for credit or return; and

2.1.1.5 The original invoice (or reasonable copy thereof) must accompany any credit or return.

Please note that in certain circumstances (including but not limited to location of the dealer, availability of the respective BCE Regional Manager, time considerations etc) an upliftment may be issued **without a physical inspection of the stock** intended for credit and return. In such a case, should any deviations from section 2 above (conditions under which a credit or return will be processed) be discovered once the stock has been returned to BCE, BCE reserves the right to reject the original request to process a credit or return for all or part of the original upliftment note.

3. Acceptable reasons for processing a credit or return

The following reasons are considered acceptable when processing a credit or return:

3.1 Stock which on delivery to the dealer or end-user by BCE transport is defective or damaged and does not function. Where dealer's nominated transporter is used, the dealer must claim from their transporter;

3.2 Stock which has been incorrectly dispatched by BCE;

3.3 Stock which has been incorrectly captured by BCE.

Please note that any request for a credit or return will be investigated prior to processing an upliftment note. Should any of the conditions for processing a credit or return (see point 2 above) not be present, BCE reserves the right to decline a dealer's request for a credit or return. In addition to this, BCE reserves the right to charge a replacement fee for new packaging which has had to be substituted for the original damaged packaging, for the contents of the packaging which has had to be replaced or for any reasonable cost that BCE has had to incur due to a dealer not complying with the terms and conditions of this policy.

4. Executing the credit or return procedure

Two primary procedures are catered for in the credit or return process:

4.1 Delivery of stock for a credit or return by a dealer or dealer representative to BCE

4.1.1 All stock returned directly by a dealer or through delivery from an external transport provider appointed by a dealer, will only be accepted under the following conditions:

4.1.1.1 The stock is accompanied by an uplift note authorised by the respective BCE Regional Manager.

4.1.1.2 All stock received is counted individually and the actual stock confirmed against the uplift note and the dealers own credit note (or equivalent thereof). In the event of an external transport provider (appointed by the dealer) or a dealer refusing to wait whilst the stock is being counted, the uplift note and the dealers return note will not be signed but stamped with a "no responsibility" stamp which indemnifies the company in the event of the transaction being disputed.

4.2 Collection of stock for a credit or return by BCE or a representative appointed by BCE

4.2.1 All stock collected by BCE or by an external transport provider appointed by BCE, will only be accepted under the following conditions:

4.2.1.1 Prior to collection of a credit or return, an uplift note must be authorised by the respective BCE Regional Manager.

4.2.1.2 It is the responsibility of the collecting BCE Driver / external transport provider appointed by BCE to ensure :

4.2.1.2.1 An uplift note together with an uplift number has been issued by the responsible BCE Regional Manager;

4.2.1.2.2 That all stock intended for uplift are checked and accounted for. This includes ensuring that stock found on the uplift note must be identical to the stock accepted and the stock reflected in the customer's credit note (where applicable).