



## Diletto Distribution Customer Return Policy

### Purpose

- To provide a smooth and fair process for handling returns of any nature with reliable and correct paperwork.
- To avoid unnecessary losses and/or paperwork as well as solving the lack of traceability of returns.
- To ensure that we can offer top-quality customer service at all times.
- To enable diletto and its valued customers to make informed decisions about buying and returns as well as to empower customers and diletto as well as their suppliers to take responsibility for returns.

### All Returns - Return Authorisation Procedure

1. Please note that first and foremost our general policy is that we do not accept returns unless there is a factory error or if goods were delivered damaged.
2. No returns will be accepted by our drivers or representatives without an authorised returns document (Available online at [diletto.co.za](http://diletto.co.za) and attached below on this document).
3. Should you have valid returns (see headings below), your account manager will arrange the returns authorisation for you and arrange for the collection at the delivery of your next order. Alternatively goods may be dropped off at our warehouse (assuming the returns have been authorised in writing).
4. Should you have valid returns received via courier, we shall require the customer to cover the courier costs, while we shall in turn cover courier costs to send replacement goods to the customer.
5. The Returns Authorisation Document is attached hereto and your account manager will assist you with the authorisation procedure and will arrange the collection.
6. Please follow up with your account manager or subsequently our accounts department if you have not received a credit within 14 days.

### Damaged Goods

- Diletto will only credit for goods damaged by diletto in transit where diletto was responsible for said shipping.
- Damaged Goods received by customers must be reported in writing to diletto within 48 hours of delivery.
- It is the customer's responsibility to inspect all goods upon receipt before accepting and putting goods in storage. We cannot be held responsible for damaged goods after goods have been accepted in good order.
- Taking the above points into consideration, please follow the **Return Authorisation Procedure** as above.

### Defective Goods

- Products with manufacturing defects returned by consumers can be returned with the contact details of the consumer.
- Products with manufacturing defects will be credited to your account after receipt at the diletto warehouse.
- Taking the above points into consideration, please follow the **Return Authorisation Procedure** as above.



## Expiring Goods (items that are selling too slowly on customer shelves)

- Diletto do not accept returns of any expiring goods.
- It is the customer's responsibility to take the necessary actions to sell out items before nearing their expiry date.
- Should you receive short dated or expired goods, these must be reported in writing to the account manager for return authorisation within 48 hours of delivery.
- Taking the above points into consideration, please follow the **Return Authorisation Procedure** as above.

## Expired Goods

- Diletto do not accept returns of any expired goods
- Should you receive short dated or expired goods, these must be reported in writing to the account manager for return authorisation within 48 hours of delivery.
- Taking the above points into consideration, please follow the **Return Authorisation Procedure** as above.

## Disclaimers

- Diletto Trading cc reserves the right to amend this policy without notice.
- Should there be a special case, this can be discussed with management through your account manager or with management directly, should this be necessary.



**Returns Authorisation Document**

Date: \_\_\_\_\_

Customer Company Name: \_\_\_\_\_  
 Customer Contact Name: \_\_\_\_\_  
 Customer Telephone Number: \_\_\_\_\_  
 Reason for return & circumstance: \_\_\_\_\_  
 Diletto Account manager Name: \_\_\_\_\_

List of items to be returned		Invoice Number:			
Item Code	Qty	Date of Purchase	Price Paid ex Vat	Expiry Date	Resalable Y/N

**Please confirm if the following has been attached:**

- Copy of POD (signed/stamped invoice proving date of customer receiving goods)
- Customer's return document (claim for credit - optional)

Customer Signature (confirming above details): \_\_\_\_\_

Diletto Driver Signature (Goods in Resalable Condition): \_\_\_\_\_

Diletto Driver Comments: \_\_\_\_\_

Diletto Warehouse: (Goods Resalable & Returned to Stock): \_\_\_\_\_

Credit Authorisation - Office Use Only					
<b>Management (Finance)</b>				<b>Credit Note #:</b>	
<b>Name:</b>		<b>Signature:</b>		<b>Date:</b>	