

## LAZ PERFORMANCE PARTS RMA POLICY

### 1. INTRODUCTION

No Stock will be accepted by LP without an accompanying RMA issued by LP. LP, and **not** the **customer**, will make all collection arrangements with the courier company.

- An RMA form needs to be requested when stock is returned as a result of incorrect delivery;
- In the event of faulty stock.

### 2. PROCEDURE

#### 2.1. ***Incorrect and Faulty Stock***

- a) When stock needs to be returned, the returns department must be contacted to obtain an RMA form;
- b) The returns department can be reached at [returns@lazperformance.co.za](mailto:returns@lazperformance.co.za), or on 0861 115 3927 or 087 285 3300;
- c) An RMA form will be e-mailed and must be completed in full by the **customer**;
- d) The completed RMA form must be returned to [returns@lazperformance.co.za](mailto:returns@lazperformance.co.za) for processing;
- e) All valid returns will be issued with an RMA number and approval will be obtained;
- f) The authorised RMA form, containing the RMA number will be mailed back to the **customer** and the returns clerk will arrange for the collection of stock with the **customer**;
- g) The dispatch clerk will make sure all stock gets collected as soon as possible;
- h) If for any reason the RMA has not been approved, the returns clerk will communicate with the **customer** who will deal with the situation accordingly;
- i) When packing returned stock, the following needs to be checked, or additional charges may be raised or stock may be refused or returned to the **customer**:
  - The incorrect **parts** must be well packed in the original packaging and labelled correctly;
  - Stock must be returned in a saleable condition as solely determined by LP;
  - Returned stock must include all accompanied fittings;
  - The authorised RMA form must accompany the stock. The form must be attached to the outside of the container.
- j) LP will not take responsibility for items damaged in transit on the inbound leg due to inadequate packaging;
- k) The **customer** will be responsible for a handling fee of 15% (*fifteen percent*) of sales price of item returned plus courier costs, should incorrect stock or extra stock be returned:
  - The official documentation of the **customer** should be with the returning stock;
  - Prices will be checked against the original invoice and linked in Dynamics AX to the original invoice document, to determine whether the correct price is claimed;
  - Should the **customer** be a COD client, the Debtors Department is to investigate any Settlement Discounts and Rebates allowed before a credit can be placed. The approved Credit Note should match the net amount paid less any Settlement Discounts and Rebates allowed on the original invoice;
- l) Once confirmed that the above is in order, the collection clerk will acknowledge the return;
- m) After the return has been acknowledged, the stock will be sent to the warehouse;
- n) In the warehouse the relevant supervisor will sign the forms to acknowledge receipt;
- o) Once these signatures are in place the acknowledgement is taken to accounts for credit approval;
- p) Either the stock controller or the relevant Accountant will approve the credit.

#### 2.2. ***Faulty Stock***

- a) Conditions of acceptance for faulty stock:
  - the **part** name and number of the product must be provided;
  - reason for the return.
- b) LP will pay for the courier costs if it qualifies as a warranty repair as stipulated in the manufacturers' guidelines, and where the warranty period is still valid;
- c) LP will not pay for the courier costs if the **part** is faulty due to incorrect installation, use of incorrect fuel octane (*lower than 9- octane*) or using of parts contrary to the prescriptions of the manufacturer.

## RMA REQUEST FORM

DATE : \_\_\_\_\_

CUSTOMER NAME : \_\_\_\_\_

DEALER & BRANCH : \_\_\_\_\_

ACCOUNT NUMBER : \_\_\_\_\_

CONTACT NUMBER : \_\_\_\_\_

CONTACT AT DEALER : \_\_\_\_\_

CONTACT E-MAIL : \_\_\_\_\_

COLLECTION ADDRESS: \_\_\_\_\_

INVOICE NUMBER OF RETURNED PARTS(S): \_\_\_\_\_

INVOICE DATE : \_\_\_\_\_

ITEMS RETURNING <i>(please include model)</i>	COLOUR	REASON FOR RETURN	QTY	SERIAL NO.

### DISCLAIMER

When packing up the **parts**, the following needs to be checked, or additional charges may be raised:

- The **parts** must be well packed, in a strong box, and bubble wrapped if required;
- The **parts** should be returned in their original packaging with matching serial numbers and without damage;
- ALL the boxed components are to be returned together with the stock;
- All the Kitted Components, if a Kit was supplied, to be returned with **part(s)**;
- The RMA Form and number that were mailed to the **customer** should accompany the returning **parts**, ON THE OUTSIDE;
- **LP** will NOT take any responsibility for Items damaged in transit on the inbound leg due to inadequate packaging. The **customer** must ensure that the items are suitably packaged and labelled correctly;
- Should incorrect or extra stock/**parts**, which does not correspond with the RMA Request Form, be sent back, then a handling fee of 15% (*fifteen percent*) of the selling price, will be charged plus all Courier Costs involved.

AUTHORISATION SIGNATURE: \_\_\_\_\_

AUTHORISED RMA NUMBER: \_\_\_\_\_