



# S Buys Pharmacy

at **SPAR**

## Wholesaler

### **Stock Returns Policy: S. Buys Wholesaler**

The S. Buys Wholesaler Returns Policy is implemented in accordance with GWP (Good Wholesaling Practice) and quality assurance standards. Products are sold on a **non-returnable basis** with the following exceptions provided that S. Buys Wholesaler is **notified within 72 hours of delivery**.

If goods were:

- **Supplied in error** by S Buys Wholesaler e.g. **incorrect product / incorrect quantity**;
- **Supplied short dated** (have an expiry date of 3 months or less);
- Were **damaged during transit**;
- **Product recall** by Manufacturer;
- Product **Quality** complaint.

### **Process:**

1. For any returns please contact our Telesales Department on (018) 788 3511 within **72** hours of stock delivery.
2. All return requests **must** be logged and a claim reference number / CRM-number obtained, before any stock may be returned. Without a claim reference number, no pick-up will be arranged or return allowed.
3. Please note: no **Fridge line items, REP-orders, Special Orders or Schedule 6 items** will be accepted for credit.
4. If parcels are received damaged – please endorse on the POD / delivery note that the parcel was delivered damaged and if possible – take a photo of the damaged parcel and e-mail to [customserv@sbuys.co.za](mailto:customserv@sbuys.co.za) – this is especially important for damaged stock delivered via a Third Party operator.
5. Request for return of stock, must be accompanied by a copy of the Original Invoice, Product Batch number, Product expiry date and Quantity to be returned.
6. S. Buys wholesaler will only accept products for credits: where proof of purchase is supplied, products are in their original unopened containers, the original labels are intact, no sign of product spoilage or contamination, if it is evident that products have not been subjected to adverse conditions and that the shelf life is still intact.
7. All goods returned to S Buys Wholesaler must be packaged properly to ensure that the product quality and appearance is maintained during the return shipping process. Please ensure that all products to be returned are packed properly (in a sturdy box), labelled with the correct recipient details and are ready for collection. Only two collection attempts will be done where after the CRM will be closed and no credit will be granted. Please attached a copy of the e-mailed CRM document & where applicable the e-mailed Dawn Wing Collection Waybill to the parcel.
8. When a driver arrives to uplift the parcel, the collection trip sheet must be endorsed (signed or stamped) by the customer.
9. Once the goods have been received by our Telesales department, the returned products are evaluated by the Pharmacist on duty and a decision is made regarding the credit request. Once the credit is granted, a credit note will be issued and forwarded to the customer.