



Distributors of the Totalai Gas, Totalai Style, Totalai Outdoor, Totalai Catering, Totalai Braai, Elba, and Elica Brands
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RETURNS AUTHORISATION REQUEST FORM

This document must be completed in full and sent to returns@totalai.co.za and/or your relevant Sales Representative. Authorisation is a pre-requisite for collection.

To view the Returns Policy kindly see overleaf or visit our website at www.totalai.co.za/B2B>Returns

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|-----------------------|--|--------------------------------|--|
| DATE: | | CUSTOMER CONTACT PERSON: | |
| TOTAL ACCOUNT NO: | | CUSTOMER CONTACT NO: | |
| TOTAL INVOICE NUMBER: | | CUSTOMER CLAIM NUMBER: | |
| TOTAL ACCOUNT NAME: | | CUSTOMER'S COLLECTION ADDRESS: | |

DETAILS OF GOODS TO BE RETURNED:

| STOCK CODE | QTY | ITEM DESCRIPTION | REASON FOR RETURN |
|------------|-----|------------------|-------------------|
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NB: Please complete a separate Returns Authorisation Request Form per invoice number

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|------------------|--|---|
| STORE SIGNATURE: | FOR OFFICE USE ONLY: TOTALAI AUTHORISATION | FOR OFFICE USE ONLY: ACTION TO BE TAKEN |
| | | |

NB: Please note that requests for upliftment of "aged stock" or "not selling" will incur a handling surcharge of 10% of the invoice value of the goods.

Our Company provides an efficient returns service for our B2B customers and end users provided that there is a legitimate reason for the return and the customer is compliant with our processes. We are committed to providing service excellence to all our customers and fulfilling the requirements stipulated in the Consumer Protection Act as enforced by the National Consumer Regulator.

1. RETURN UPON DELIVERY

If upon delivery, an order is rejected for a legitimate reason as specified hereunder, then the order may be partially or fully returned immediately with the courier who made the delivery.

Reasons for such returns include the following:

- a) Back order cancelled
- b) Damaged in transit
- c) Damaged packaging
- d) Duplicate order
- e) Error – delivered to incorrect store
- f) Error - incorrect stock delivered
- g) Late delivery
- h) Not ordered
- i) Short delivered

Please specify the reason per item on the invoice/waybill when returning goods with the courier upon delivery. Goods returned without one of the above reasons being specified will not be credited.

Do not accept damaged goods. Indicate clearly and immediately on the invoice/waybill if stock is damaged and/or not received. Return the damaged stock with the courier company so that we may pass a credit to your account.

Should the boxes/outer cartons be damaged, please request the courier to wait while inspecting the actual goods inside. If the courier refuses to wait, then reject the entire order, return the order with the courier, and notify your Sales Representative immediately.

Receiving goods as “Unchecked” and later requesting a return for the reasons above will not be accepted.

In the event of your entire order being returned due to damages, we will endeavour to send a replacement order with the same order number on the next available delivery date.

2. RETURN AFTER DELIVERY HAS TAKEN PLACE

For any stock to be returned to TOTAL **after delivery has taken place**, prior approval/authorisation must be obtained using the **RETURNS AUTHORISATION REQUEST FORM**. The form must be completed in full and clearly indicating the reason for return. The form must be sent via email to returns@total.co.za and to your sales representative so that a collection can be arranged for the stock. Failure to follow this process will result in your claim being rejected and your claim incurring a charge.

Reasons for such returns are limited to the following:

- a) Defective product – OBF
- b) Aged stock/Not selling

Please note that requests for upliftment of “aged stock” or “not selling” will incur a handling surcharge of 10% of the invoice value of the goods.

2.1. Major Appliances (ELBA, ELICA and TOTAL) which have been installed by the end user:

- a) Please call our Service Department on the dedicated Customer Service Centre number 010 013 3177 or 012 666 7773 to book a service call. Alternatively, you may send an email to service@total.co.za to book a service call for any faulty appliance. Proof of Purchase (POP) and your Certificate of Compliance (COC) will be required when booking a service call.
- b) Our network of Authorized Service Centre's (ASC's) nationally will call out to your customer's premises to repair/inspect any faulty/defective major appliance.
- c) Geysers need to remain installed so that our technician can evaluate the geyser before carrying out a repair to correct the defect or authorize a return.
- d) If a return/credit is advised by the Service Department, please complete the Return Authorization Request Form in full, referring to the Job Number issued by the Service Department and email it to returns@total.co.za as well as to your relevant Sales Representative.

2.2. Small Appliances, Accessories and Consumables:

- a) Please contact your local Sales Representative or email a completed Returns Authorization Request Form to returns@total.co.za.
- b) All requests for returns will be reviewed by the TOTAL returns department and authorisation will be granted only when the claim is validated and the relevant procedures have been complied with.

3. BUYING GROUP RETURNS

In addition to the above guidelines, please ensure that your claim is submitted to your relevant Buying Group; only once the Buying Group submits the relevant claim to us will a credit note be passed to the account.

4. TERMS AND CONDITIONS

- a) All requests for return must be approved by TOTAL.
- b) The Returns Authorisation Request Form must be completed in full, and all information must be accurate.
- c) Prior to authorising a return, we may request pictures and/or other visual evidence of the reported defective appliance and/or of the damaged packaging.
- d) Only if a product cannot be repaired on-site or in-store will a credit be passed.
- e) If the returned goods are found to be damaged or faulty due to user negligence, or no fault is found, then no credit will be passed. A charge will be levied against all repairs carried out and for transport costs incurred in such an event.
- f) Please do not make any deductions from your payment due to pending authorization of your request for return.
- g) Customers are urged to check all items returned from consumers carefully by testing the item on site before accepting it as a return.
- h) Only items listed on the Returns Authorisation Request Form may be authorised for return.
- i) Your entire claim may be void or a charge incurred if items not stated on the Returns Authorisation Request Form are loaded for return.
- j) Packaging must be complete for ALL new items.
- k) Stock authorised for return but not in the original packaging due to damaged packaging must be shrink wrapped/bubble wrapped with a minimum of 2 layers.
- l) All gas appliances must be installed by a registered gas installer (Fixed installation) in accordance with SANS10087-1. Failure to comply with this legal requirement will immediately void the warranty.
- m) Kindly adhere to the warranty periods which are available on our website.
- n) We reserve the right to refuse any Returns Authorisation Request, which is non-compliant.
- o) In the event of non-TOTAL items being returned to us, we will notify the customer accordingly. Collection/delivery of the non-TOTAL items will be for the customer's account. If the item is not collected within 4 weeks, we reserve the right to discard the items as we see fit.