



BOX 1533; NORTHCLIFF; 2115; GAUTENG; RSA +27 861 646362 www.minema.co.za info@minema.co.za

Dear Customer

February 2021

Policy on Goods Return for Credit

We have recently experienced a dramatic increase in the number of requests for credit against goods that have been legitimately supplied. At times the reasons given, amongst others, are “goods no longer required”, “incorrectly ordered”.

On investigation we find that most instances are for reasons that are beyond our control and where no error on our part has been made. Our staff are very knowledgeable, with a wealth of experience, and reference material at their disposal, and your employees are encouraged to engage with them and draw from their expertise so that mistakes can be avoided beforehand rather than reversed afterwards.

As you will surely understand, the costs created by these requests cannot be ignored and has lead MINEMA’s management into the policy as follows:

- No goods will be accepted for credit unless notified in writing within seven days of delivery.
- In all cases, and before attempting to return the goods, please discuss the matter with a Sales Consultant who will seek Management approval and revert with a cost estimate.
- In the event of the reason being an error on the part of the customer, the greater of either a 15-25% handling fee, or R300- (excluding VAT) will be levied against the value of the item/s to be returned (the variable is dependant on the shelf life, condition of the stock/s, and the specific circumstances of the original order).
- No products that are specially imported, specially purchased or specially manufactured will be accepted for credit under any circumstances.
- Our drivers do not carry any form of receipt to accept goods for credit and do not have authority to sign specific customer documents. As such any return of stock made without authorisation shall be at customer risk and MINEMA will not in any way be liable for the safe keeping of such stocks.
- Where it is deemed the error was that of MINEMA, no handling fee will be charged.

We understand the above might not always be convenient but feel it is necessary to minimise our costs and subsequently offer you, our valued customer, consistent and competitive pricing which you have come to expect from MINEMA.