

# **XMA RETURNS POLICY CUSTOMER SERVICES**

## DOCUMENT HISTORY

In the event of any significant change to the legal position, any relevant statutory requirements or any other related matter, this policy will be subject to immediate review in consultation where required. In the absence of such a change, the policy will be reviewed annually.

Version	Date	Amendments made	Approved By
0.1		Initial draft	Brett Edwards
1.0	06/02/2019	Document Approved	
2.0	03/02/2020	Reviewed and amended	
3.0	14/09/2021	Document ownership updated and moved from MSD-PRC-PL004 to MSD-CSJ-PL001	
4.0	16/04/2024	Reviewed and amended	
5.0	16/01/2026	Reviewed and amended including use of Concise Word template	Brett Edwards

Applicable To: All XMA employees  
Policy Department Owner: Customer Services  
Classification: Controlled

## Table of contents

<b>1</b>	<b>DOCUMENT INFORMATION</b>	<b>3</b>
1.1	REFERENCES	3
1.2	ABBREVIATIONS AND ACRONYMS	3
<b>2</b>	<b>RETURNS</b>	<b>4</b>
2.1	ADVANCE REPLACEMENT	5
2.2	AUTHORISATION	5
2.3	RE-STOCKING FEES	5

# 1 DOCUMENT INFORMATION

## 1.1 REFERENCES

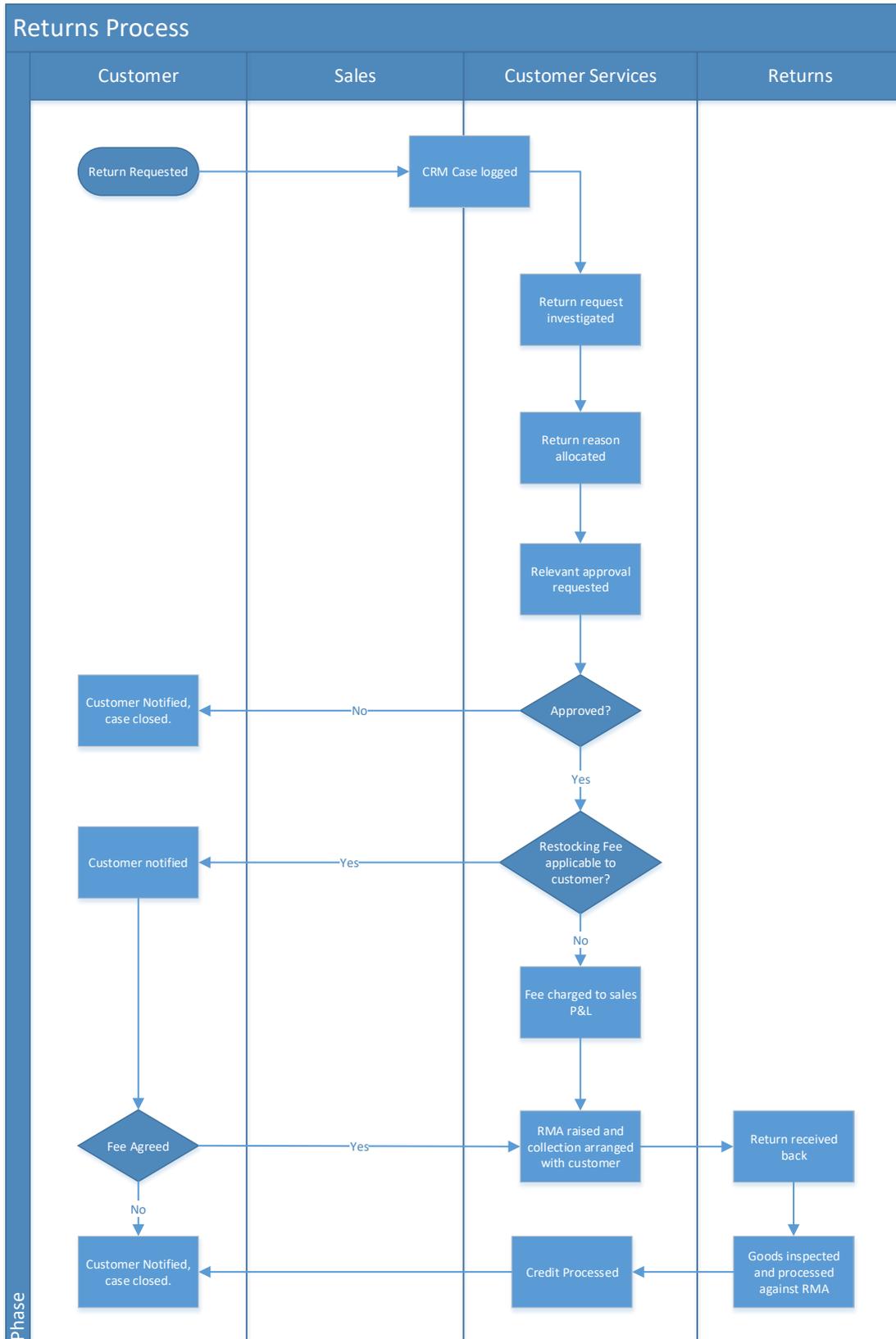
Reference #	Reference

## 1.2 ABBREVIATIONS AND ACRONYMS

Abbreviation	Description
BTO	Built to Order
BU's	Business Unit
CRM	Customer Relationship Management ticketing system
CTO	Configure to Order
P & L	Profit and Loss
RMA	Return management authorisation

## 2 RETURNS

All customer returns must be administered using the below process:



## **2.1 ADVANCE REPLACEMENT**

- Customers must notify XMA of a return request within 48 hours of receipt of delivery.
- Sales/Customer Services should log a return on Ticketing System immediately after being notified.

## **2.2 AUTHORISATION**

- All customer returns must be reviewed by Customer Services who will seek the necessary approval required.
- Any returns authorised/actioned without the correct authorisation may be fully chargeable back to the salesperson depending on the outcome of the return.
- To note, products that fall into the categories below (but not limited to) cannot be returned to suppliers:
  - CTO's/custom builds/BTO's
  - Special buy in
  - Open box
  - Purchased from a supplier where we have no stock rotation terms
- Software & warranties cannot be returned in any circumstances to XMA.
- Any losses incurred from the return of the above products must be absorbed in full by the appropriate P&L owner if the stock has not sold within 30 days.

## **2.3 RE-STOCKING FEES**

- Unless otherwise stated in a framework or customer contract, there will be a 20% or £50 (whichever is greater) standard re-stocking fee applicable.
  - If customer error, restocking fee will be deducted from the credit raised to the customer.
  - If the return is the result of an internal error, the re-stocking fee will be charged back to the relevant P&L owner.
- Where a restocking fee is considered unreasonable the customer service team will send all details to the Customer Service Manager to review and approve any reductions.
- Customer Service Manager will arrange review meetings with the BU's to review restocking charge's being applied to P&L, to support reduction in errors and prevent further charges.