Stock Cleanse Policy

Each stockist is entitled to a stock cleanse once a calendar year which is subject to the following terms and procedure.

1) Preparing the stock cleanse

a. Product being returned must:
   i. Be of the current technical specification
   ii. Be in the current packaging design
   iii. Have been purchased in the preceding 12 months (validated by the invoice numbers you have supplied)
   iv. Be in pristine re-saleable condition
   v. Be in full inner box quantities
   vi. Not be a special order item

b. The following products are not included in this stock cleanse policy
   i. Deta Cable
   ii. Deta TTE Cable Management
   iii. Special order items including engraved products
   iv. PPE

2) Invoking the stock cleanse facility

Contact the appropriate customer services team (details below) who will require the following:

<table>
<thead>
<tr>
<th>Brand</th>
<th>Email</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deta, Deta TTE &amp; SMJ Electrical</td>
<td><a href="mailto:customer.services@deta.co.uk">customer.services@deta.co.uk</a></td>
<td>+44 1582 544 549</td>
</tr>
<tr>
<td>Channel, Brackenheath &amp; Briticent</td>
<td><a href="mailto:returns@channelsafety.co.uk">returns@channelsafety.co.uk</a></td>
<td>+44 1730 234 743</td>
</tr>
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a. Details of your requested stock cleanse to include: product code, return quantity and original invoice/purchase order numbers.

b. A compensating order as per the terms included within your commercial agreement (with a minimum value of £250 ex VAT).

3) Once your stock cleanse request has been authorised

a. You will be requested to arrange an official debit note to reflect the stock cleanse request authorised.
   Other forms of notifications such as write down lists will not be accepted.

b. Your compensating order will be processed.

c. A returns authorisation number will be issued and an email confirming return details will be sent to you by our Customer Services team.
4) Returning the stock cleanse

a. The returns authorisation number must be clearly visible on all outer boxes being returned.
b. The returns authorisation number must also be clearly marked on the outside of each pallet.
c. Stock must be returned within 7 days of the returns authorisation number being issued.
d. Returning the stock cleanse will be at the customer’s own cost and insurance.
e. On arriving at our premises, the returns will be immediately rejected and returned to you if the returns authorisation number is not clearly visible.

5) Inspection of stock cleanse

a. Returned stock will be inspected to ensure that product meets the criteria set out above.
b. Where product fails to meet the criteria, the stock will be rejected and you will be notified accordingly.
c. Any stock rejected and returned back to the customer will be at the customer’s own cost and insurance.