



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:

| Brand | Email | Telephone |
|-----------------------------------|------------------------------|------------------|
| Deta, Deta TTE & SMJ Electrical | customer.services@deta.co.uk | +44 1582 544 549 |
| Channel, Brackenheath & Briticent | returns@channelsafety.co.uk | +44 1730 234 743 |

- 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.