

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. Stock Cleanse Terms and Conditions

- a.** Deta Electrical is comprised of two divisions:
 - i. Core Electrical: including the Deta, eVolo, TTE and Vimark brands
 - ii. Lighting, Fire & Safety: including the Brackenheath, Briticent and Channel Smarter Safety brands

Please note that cross divisional stock cleanses and compensating orders will not be accepted.

- b.** 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 supplied)
 - iv. Be in pristine re-saleable condition
 - v. Be in full inner box quantities
- c.** The following products are not included in this stock cleanse policy
 - i. Deta Cable
 - ii. TTE Cable Management
 - iii. Special order items including engraved products
 - iv. PPE
- d.** Deta Electrical reserves the right to reject any stock cleanse request where the product quantity requested for cleanse significantly exceeds Deta's typical stock holding.

2. Stock Cleanse Procedure

a. Invoking the stock cleanse facility

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

Brand	Email	Telephone
Deta, eVolo, TTE & Vimark	customerservices.ce@deta.co.uk	+44 (0) 1582 544 549
Channel, Brackenheath & Briticent	customerservices.lfs@deta.co.uk	+44 (0) 8458 846 000

- i. Details of your requested stock cleanse to include: catalogue code, return quantity and original invoice/purchase order numbers.
- ii. A compensating order as per the terms included within your commercial agreement (with a minimum value of £250 ex VAT).

b. Once your stock cleanse request has been authorised

- i. 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.
- ii. Your compensating order will be processed.
- iii. A returns authorisation number will be issued and an email confirming return details will be sent to you by our Customer Services team.

c. Returning the stock cleanse

- i. The returns authorisation number must be clearly visible on all outer boxes being returned.
- ii. The returns authorisation number must also be clearly marked on the outside of each pallet.
- iii. Stock must be returned within 7 days of the returns authorisation number being issued.
- iv. Returning the stock cleanse will be at the customer's own cost and insurance.
- v. On arriving at our premises if the returns authorisation number is not clearly visible or the delivery is damaged in any way then the return will be immediately rejected and returned to you.

d. Inspection of stock cleanse

- i. Returned stock will be inspected to ensure that product meets the criteria set out above.
- ii. Where product fails to meet the criteria, the stock will be rejected and you will be notified accordingly.
- iii. Any stock rejected and returned back to the customer will be at the customer's own cost and insurance.