

Product Return Report



Cape Town Tel no: (021) 551-7668
 Johannesburg Tel no: (011) 974-6428
 Durban Tel no: (031) 940-1100
 Port Elizabeth: (071) 443-6642

PRODUCT RETURN PROCEDURE

NO PRODUCT RETURN WILL BE FACILITATED BY LMC EXPRESS (PTY) LTD UNLESS THE FOLLOWING PROCEDURE HAS BEEN FOLLOWED, REGARDLESS OF THE REASON WHY THE PRODUCT IS NOT ACCEPT BY THE CONSIGNEE.

1. The receiver must phone the relevant LMC Express (Pty) Ltd Planner at the nearest LMC Depot to report a product return request whilst the delivery vehicle is still on site. LMC Express (Pty) Ltd will accept the returns if it is practically possible; we will take it to our nearest depot (Cape Town, Durban, Johannesburg and Port Elizabeth), from where we will resolve the issue. LMC Express (Pty) Ltd is under no obligation to get the permission of the debtor for this consignment to accept/deny a return request.
2. LMC Express (Pty) Ltd Planner will inform the CLIENT when the returns can be collected (if this cannot happen immediately). Formal arrangements must be made for the return of the goods. LMC Express (Pty) Ltd cannot return product(s) without this form being completed.
3. LMC Express (Pty) Ltd will not be held liable for any alleged shortage/damages/temperature deterioration of returned goods. The returned goods must be palletized (no matter how small the consignment), shrink wrapped and labelled. Failure to do so is at the client's expense and risk.
4. The consignee (receiving client) must complete this product return report and present the report to the LMC Express (Pty) Ltd driver.
5. A product return fee of R500.00 excl. vat is charged for consignments of 1 pallet and smaller. For larger consignments, a fee will be determined by the senior operations manager. If return reason is due to LMC Express negligence, no return and storage fee applicable.
6. Product returns will only be facilitated having regard to LMC Express (Pty) Ltd Terms and Conditions.
7. Returned products will be held and/or stored by LMC Express (Pty) Ltd at owner's risk.
8. The debtor receives 2 days of free storage, thereafter, a storage fee of R150.00 excl. vat per day is charged. Stock will be sent back on the DEBTOR's account after 5 days; booking admin fee of R240.00 excl. vat will be charged. If return reason is due to LMC Express (Pty) Ltd negligence, no return and storage fee applicable.
9. LMC Express (Pty) Ltd does not accept any responsibility for the quality and quantity of the product return subsequent to the initial delivery attempt.
10. The onus is on the receiver to notify the debtor (CLIENT) of any returns. There is no timeline on when LMC Express (Pty) Ltd will notify the debtor regarding the issue reported.
11. Please note that there are delays in the paperwork received from DC deliveries.
12. Provided the prescribed claim procedure has been followed, the client has two (2) weeks (14 days), including weekends from incident to submit a claim with all the correct documentation. **Claims reported after 12 hours from incident will not be considered.**

| DATE | TIME | ROUTE | WAYBILL/POD |
|--|------|-------|-------------|
| Consignor company name (dispatching client) | | | |
| Consignee company name (receiving client) | | | |
| State the product(s) name and reason for product return(s) | | | |
| TOTAL pallets/boxes/units being returned | | | |

INFORMATION REQUIRED

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|---|--|
| Contact name (full name of the person completing the report) | |
| Contact telephone/cell phone number of the person completing this report | |
| Capacity (designation of the person completing the report) | |
| Signature of the person completing the report | |
| Reported to (LMC Express (Pty) Ltd Planner to whom the issue was reported) | |
| LMC Express (Pty) Ltd driver (full name) | |
| Signature of LMC Express (Pty) Ltd driver (driver signs that he agrees with entries on this document) | |

PLEASE NOTE

THIS DOCUMENT IS NULL AND VOID IF NOT SIGNED BY AN LMC EXPRESS (PTY) LTD DRIVER WHILST THE DELIVERY TRUCK IS STILL ON SITE. IF A PRODUCT IS RETURNED DUE TO DAMAGES, A DAMAGE REPORT MUST ALSO BE COMPLETED.

THE ONUS IS ON THE RECEIVING WAREHOUSE TO COMPLETE THIS FORM.