



DEALERSHIP PRO

OFFICIAL DAMAGE & RETURN POLICY

Policy Category	Window	Condition Required	Settlement Method
Standard Return	7 Calendar Days	Unopened carton, intact batch seals	Customer Ledger Credit
Transit / Handling Damage	48 Hours	Driver POD sign-off / photo proof	Damage Loss Fund (Acc #502)
Incorrect Delivery	Immediate (On Delivery)	Product mismatch with challan	Immediate Replacement
Expired / Damaged by Shop	Ineligible	Shopkeeper storage negligence	Non-Refundable

1. SCOPE & WHOLESALE COMMERCIAL TERMS

This policy governs all goods distributed by the dealership to retail shopholders, supermarket partners, and corporate institutional buyers. By receiving goods under an official Delivery Challan, the purchaser agrees to the terms and timeframes specified herein.

2. 7-DAY STANDARD RETURN POLICY

- **Eligible Window:** Retail partners may request product returns within 7 calendar days of delivery invoice generation.
- **Packaging Integrity:** Goods must be in original, unopened factory master cartons with intact tamper-evident seals and verified batch numbers matching the sales invoice.
- **Non-Returnable Goods:** Items with broken unit packaging, loose blister packs, expired stock resulting from shop storage, or promotional bonus items cannot be accepted for return.

3. 48-HOUR TRANSIT DAMAGE & BREAKAGE POLICY

- **Reporting Window:** Physical damage, leakages, or crushed cartons occurring during warehouse transit must be reported within 48 hours of delivery handover.
- **Delivery POD Verification:** Customers are strongly advised to inspect goods in the presence of the delivery personnel and note damages on the Proof of Delivery (POD) mobile terminal or signed challan.
- **Loss Accounting:** Approved damaged goods are debited to the dealership's Non-Operational Damage Loss Fund (Account #502) and securely removed from active circulation.

4. FINANCIAL SETTLEMENT & CREDIT NOTE ISSUANCE

Cash refunds are strictly prohibited under wholesale accounting. All approved returns and damage claims are settled via an automated Credit Note posted directly to the customer ledger balance, automatically reducing outstanding receivables or crediting the next order.

5. RETURN MERCHANDISE AUTHORIZATION (RMA) FLOW

1. **Lodge Claim:** Retailer files claim via B2B portal or through the assigned Route Salesman.
2. **Physical Verification:** Field supervisor or driver inspects item, batch number, and condition.
3. **System Authorization:** Dealership management validates return in Sales Returns Portal.
4. **Ledger Adjustment:** Balance is updated and goods are returned to central warehouse.

Official policy document generated by Consumer Dealership Management ERP. Verified in real-time.