

1 October 2021

Dear Valued Customer,

LIXIL AFRICA STOCK RETURNS POLICY (COBRA, VAAL AND GROHE BRANDS)

Due to the unusually high volume of stock returns this year, we wish to remind you of the following parts of our returns policy:

1. Cancellation of orders:

In the event that an order has been placed with LIXIL Africa, the order will remain valid unless and until cancelled by you. **A cancellation will only be deemed valid if requested prior to the order being picked at one of our distribution centers.**

If no cancellation is requested and the order is rejected at the point of delivery, that cancellation will be subject to a **20% cancellation fee** to cover the cost of picking, packing and delivery. The cancellation fee will be calculated as a percentage of the overall invoice inclusive of VAT.

Deductions from your payment for goods to be returned prior to the goods being physically returned will not be accepted. You may only deduct the value of the return once the goods have been collected. We request that you retain the following information as proof of the return:

- Name of the courier
- Driver's name
- Registration number
- Date of collection

2. Upon arrival of stock at your store:

You have 48 hours from the time the stock arrives at your chosen location to check your stock and lodge a claim with our Supply Chain team regarding any shortages. This will be investigated by us and if we find that there was a shortage, a credit note will then be passed on your account for that product.

3. Financial claims being raised prior to collection of returned stock:

Unauthorized collections cannot be processed as a financial claim before the approval and collection of stock. Any financial claims for unauthorized collections will not be processed and the total amount due on your account shall remain your responsibility to settle as per your trade terms unless approved by our Finance team. Once the return has been approved, we will send a courier to collect the goods.

Please send your sales return approval request to our Reverse Logistics team who can be contacted on zareverselogistics@lixil.com.

4. Process for planned returns:

- (i) Please contact our Reverse Logistics team on lzareverselogistics@lixil.com to confirm the items you wish to return and attach your goods return document;
- (ii) The Reverse Logistics team will obtain approval from you BDA as well as the Regional Sales Leaders for the items to be picked up and where approved, a field consultant will come through to your store to inspect the goods;
- (iii) Once the inspection is complete, the Reverse Logistics team will uplift the goods immediately.
- (iv) Should your claim be declined your BDA will be in contact with you.
- (v) Please note that the turn around time for the approved return stock to be uplifted is within 7 working days from date of claim received.

5. Permissible reasons for stock returns:

- Technical fault in products sold and delivered to the customer
- Incorrect labelling or no barcode on the packaging
- Description of goods per the delivery note differs to the actual goods delivered to the customer

6. Sales returns exclusions (not permissible for return)

- Discontinued items may not be returned
- Aged stock may not be returned unless permitted by a current trade agreement
- Price adjustment returns are not permitted
- An exclusive range may **not** be returned, unless there is a warranty in place that permits the return of the exclusive range
- Specially manufactured goods i.e. special orders may **not** be returned
- Orders not cancelled in accordance with agreed terms i.e. stock picked, packed and shipped OR ready for shipping
- Pricing credit queries will not be considered in respect of orders placed on the B2B portal where pricing is clearly displayed
- Where box packaging has been damaged at the customer's premises whilst the goods were under the control of the customer, the goods are **not** allowed to be returned to LIXIL Africa (unless there is a manufacturing fault/defect in the goods)

7. General

Below is a list of contacts for your use:

Reason	Contact details
New orders	lzaorders@lixil.com
Queries re: shortages (POD to be clearly marked)	supplychain.africa@lixil.com
Call center	0861 21 21 21 (Option 1 for Sales)
Order cancellations	evelyn.sokhele@lixil.com sharon.pretorius@lixil.com
Reverse Logistics team	lzareverselogistics@lixil.com

We trust we have your support in improving our overall customer service and responsiveness.

Yours sincerely,

SENECA LUTCHMANA

LEADER, LIXIL AFRICA