

## Return Policy – SDP and CnF

### General Terms and Conditions:

1. In case of UNSOLD, the existing products should be lying in the stock / inventory of the SDP / C&F for at least 30 days from the date of entry / receipt of the products.
2. The products should be unused and lying in a sealed original condition.
3. The packaging of the products should be non-tampered and of fresh condition.
4. The products should not have been billed earlier and PV acquired.
5. Products without valid Invoice number will not be covered under the return policy.
6. If the products are damaged during transportation (Company Warehouse to SDP / C&F) then the same should be returned within 7 working days from the date of receipt of the products.
7. If the date of the product expires, then the same should be returned within 90 working days. Failure to do so will result in non – acceptance by the management and the return policy will stand void in this regard.
8. Proper and prompt Return Policy regulations and systems needs to be followed at all times. Improper and disoriented system of Return of products will not be entertained by the organization.
9. Damages caused due to neglect or after delivery of products will not be covered under the Return Policy.
10. Products sold under Promotional Offers, Stock Clearance Sale, Sample Products and Products Purchased under Special approval will not be entertained under the Return Policy.
11. The proper system as mentioned here below should be followed for the return of the products.
12. The Company Reserves the right to Accept or Reject the Return of the products based on the scrutiny of the logistics / dispatch department.

## Return Policy System and Procedure

### Return of Damaged Products - SDP and C&F

1. Verify and check the Products received, through courier or transport, from Dispatch Hub. If the Consumer, SDP or C&F find any damaged products please notify the Courier or Transport POD.
2. After verification of the received products, the SDP and C&F should inform Dispatch hub through email ( [ID - dispatchfeonnaa@laminaresearchcenter.com](mailto:ID-dispatchfeonnaa@laminaresearchcenter.com) ) with the Name, Code of SDP / C&F, Type of Products, Quantity of Damage Products with Invoice No and Products damaged detail with Image.
3. The Dispatch Team will issue an online “Damage Products Code Ticket Number”, after verification of the stock damage email, within 3 working days from the day of receipt of email.
4. On receipt of “Damage Products Code Ticket” the SDP or C&F should dispatch the products within 7 days to Dispatch hub with the sticker of “Damage Products Code Ticket” and notify the Courier and Transport detail to Dispatch hub.
5. On receipt of the damage products The Dispatch team will physically verify and match the stock with software within 3 working days of receipt of the product to dispatch hub and Process for Exchange or Credit approval.
6. On approval from the Department head the Dispatch team will re-dispatch or Credit process the products to SDP or C&F.

### Return of Expired Products by SDP

#### Purchased from C&F:

1. SDP should return the Expired Products to the C&F within 3 months from the Date of Expiry
2. Before return of Expired products, the SDP should send the details of Expire products lying in its stock, to the C&F along with Purchase Invoice No Via email.

3. The C&F should verify the stock in SDP Software through the help of Dispatch Hub via email to [dispatchfeonnaa@laminaresearchcenter.com](mailto:dispatchfeonnaa@laminaresearchcenter.com).
4. Once the verification is completed, the C&F should send the final Expired stock details to SDP and ask for its Consent for Return.
5. Once the consent is received from SDP the C&F should ask for “Expired Stock Return Ticket No” from Dispatch Hub via email [dispatchfeonnaa@laminaresearchcenter.com](mailto:dispatchfeonnaa@laminaresearchcenter.com) and share the same with SDP.
6. The SDP will stick all “Expired Stock Return Ticket No” on pocket of Returned Products and return the products to C&F along with purchase invoice No and approval email of Return.
7. On receipt of final Expired Products, the C&F will verify the physical stock and issue a credit Note to SDP and adjust the note with next bill from SDP.
8. C&F will Process the Expired product return to HO as per C&F Expired product return Process.

## **Purchased from HO:**

1. The SDP should return Expired Products within 3 months from the Date of Expiry to the HO.
2. Before returning the Expired products, the SDP should send the details of Expired products lying in its stock, to the HO along with Purchase Invoice No Via email to [dispatchfeonnaa@laminaresearchcenter.com](mailto:dispatchfeonnaa@laminaresearchcenter.com)
3. The HO should verify the stock in SDP Software and send the final Expired stock details to SDP and ask for its Consent for Return.
4. Once the consent is received from SDP the Dispatch Hub should Raise “Expired Stock Return Ticket No” from Dispatch Hub via mail [dispatchfeonnaa@laminaresearchcenter.com](mailto:dispatchfeonnaa@laminaresearchcenter.com) and share the same to SDP.
5. The SDP will stick all “Expired Stock Return Ticket No” on pocket of to be Returned Products and return the products to Dispatch hub along with purchase invoice No and consent email copy.

6. On receipt of final Expired Products to HO, the HO will verify the physical stock and issue the credit Note to SDP and adjust the note with next bill from SDP.

## **Return of Expired Products by C&F**

### **Returned from SDP:**

1. The C&F should return the Expired Products to HO within 90 working days from the Date of Expiry.
2. On receipt of final Expired Products, C&F will verify the physical stock and issue the credit Note to SDP and adjust the note with next bill from SDP.
3. C&F will send all details of Expired Products received from SDP along with “Expired Stock Return Ticket No”, invoice No of SDP and Purchase Invoice detail of C&F Via email to [dispatchfeonnaa@laminaresearchcenter.com](mailto:dispatchfeonnaa@laminaresearchcenter.com)
4. Dispatch will verify the “Expired Stock Return Ticket No”, invoice No of SDP and C&F and revert to C&F with fresh “Expired Stock Return Ticket No”. The C&F will dispatch Products to Dispatch hub.
5. On receipt of the Product from C&F the dispatch hub will verify the physical product with SDP & C&F invoice and forward the case to Department head for return approval.
6. Once the approval is received from the department head the accounts team will issue credit note on behalf of C&F and guide them to adjust the same with next order of C&F.

### **Products Purchased from HO:**

1. The C&F should return Expired Products within 3 months, from the Date of Expiry, to the HO.
2. Before return of Expired products the C&F should send the details of Expired products, lying in its stock, to the Dispatch hub along with Purchase Invoice No Via email - [dispatchfeonnaa@laminaresearchcenter.com](mailto:dispatchfeonnaa@laminaresearchcenter.com)
3. The Dispatch hub should verify the stock in C&F Software and send the final Expired stock details to C&F and ask for his Consent for Return.



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4. Once the consent is received from C&F the Dispatch Hub will raise "Expired Stock Return Ticket No" via email [dispatchfeonaa@laminaresearchcenter.com](mailto:dispatchfeonaa@laminaresearchcenter.com) and share the same with C&F.
5. The C&F will stick "Expired Stock Return Ticket No" on pocket of to be Returned Products and return the products to Dispatch hub along with purchase invoice No and consent email copy.
6. On receipt of final Expired Products, the Dispatch hub will verify the physical stock and forward the case to Department head for return approval.
7. Once the approval is received from the department head the accounts team will issue credit note on behalf of C&F and guide them to adjust the same with next order of C&F.

### NOTE:

The Transportation Charges of all "Damage Products Return Ticket No" & "Expired Products Return Ticket No" Issued from Dispatch hub will be reimbursed by the company or adjust with Credit Note.

Any products which is not a part of "Damage Products Return Ticket No" & "Expired Products Return Ticket No" but returned to Dispatch hub, the transportation charges will be paid by SDP or C&F or adjust through Debit note with the party.

### GOODS RETURN ADDRESS:

**(TICKET NO -0000000000**

**Lamina Research Center Pvt. Ltd,  
S-21 Kasba Industrial Estate Phase -1,  
Anandapur, Kolkata – 700107**

**PH No- 03340653169**