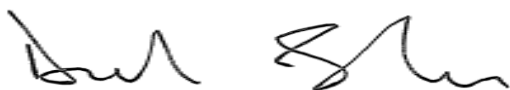


Returns Policy

- If goods need to be returned at point of delivery; reject the goods and mark this clearly on the proof of delivery to enable the driver to return to the depot with the goods. We request that notification should also be received from the customer to Nationwide Head Office.
- If goods were unable to be returned at point of delivery, Nationwide Head Office needs to be notified within three working days. We require the reason for the return and complete product and quantity details. Once the return has been confirmed, please ensure that the goods are easily accessible for collection when the distribution member is next in your area.
- Any goods returned are to be in original delivered condition (e.g. unopened and in original packaging).
- All returned goods are subject to a potential re-stocking fee.
- If returned goods are received prior to invoice being raised by Nationwide Head Office, the goods will not appear but any re-stocking fee levied (if applicable) will be included on the invoice.
- If returned goods are received after an invoice has been raised by Nationwide Head Office, a credit will be raised to the value of the goods minus the re-stocking fee (if applicable).

Updated, June 2013



David Scholes
Chief Executive