

Introduction and Objectives

Nationwide Hygiene Group is committed to delivering consistent and high quality service at all times.

The objectives of this Policy are to outline the circumstances and approach to product returns.

Scope of Application

The Group will take account of this policy throughout the distribution of hygiene products.

Related Policies

Code of Conduct
Health and Safety Policy
Terms and Conditions
Sustainability Policy

Policy Guidelines

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 (i.e. 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).

Not Controlled if Printed

The Company reserves the right to amend, change or withdraw any part of this document at any time.

Nationwide Hygiene Supplies

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Issue Number	1
Issue Date	1 July 2019
Confidentiality	Public
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Ownership, Approval Process, Changes and Deviations

This Policy was approved by the Board of Directors of Nationwide Hygiene Group and is reviewed annually. The policy is owned by the Chief Executive, and all updates, changes, deviations and supplements will be authorised by this role.



Darren Broad
Chief Executive Officer

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