



# CHRISTIAN ART DISTRIBUTORS C.C.

DISTRIBUTOR AND PUBLISHER OF HIGH QUALITY CHRISTIAN LITERATURE  
Reg. No.: CC 88/27125/23

20 Smuts Avenue/-laan 20  
PO Box/Posbus 1599  
Vereeniging 1930  
South Africa/Suid-Afrika

Tel: (016) 440-7000  
Fax No./Faksnr.: (016) 421-1748  
(Inter. Code 27-16 fax or phone)

February 2010

## CHRISTIAN ART RETURN POLICY AND PROCEDURE

Valued Customer,

Please take note of our return policy and procedure:

### 1. Terms of sales

All goods supplied by Christian Art are invoiced on a firm sale basis unless alternate arrangements are made to the contrary on a title-by-title basis, at the time of order placement.

### 2. Receiving of stock

- Ensure that the consignment quantity (of stock delivered to you) and the consignment quantity indicated on the waybill correspond.
- Only complete consignments must be accepted. If not, return the consignment to the driver and inform him that only complete consignments will be accepted.
- Please indicate damaged, wet, resealed etc. cartons/consignments on the waybill. For claim purposes, please endorse the waybill.

### 3. Deliveries received without invoices:

- The invoices will be on the outside of the carton, if not please do the following:
- Look for the Christian Art label, with invoice details, on the outside of the box (Annexure: A).
- Phone customer service on 0800 003 399/100/401/402 or send an e-mail to [sales@cum.co.za](mailto:sales@cum.co.za) or [enquiries@cum.co.za](mailto:enquiries@cum.co.za) supplying the invoice number series obtained from the label on the outside of the box.
- Provide a contact name and e-mail address or fax number.
- If an invoice is not received within 24 hours from logging the query, please contact Customer Services Manager René Loubser on (016) 440 7000.

### 4. Procedure for returns:

#### Request for returns authorization:

- Customers should direct returns authorization requests to the customer service department on the attached form (Annexure B). For your convenience, please see a copy attached, please use for future requests.
- Customer Service will acknowledge receipt of this request received via e-mail, with a Christian Art Acknowledgement number (eg 100336). Please note this does not replace the authorization number.
- Customer service department will provide feedback, for instance (Annexure C) with an authorization number.

Every request for authorization must clearly state the following:

- Customer name
- Account number
- Date of request
- Invoice number and date
- Contact number and person
- ISBN number of each title for which returns authorization is sought.
- Reason for returns request

### 5. Authorization for returns

- **Returns will not be accepted without an authorization number Query log number - QL number) an authorization number is applicable to all returns.**
- **Unauthorized returns (without a QL number) will not be accepted for credit and will be returned, carriage payable, to the customer.**
- **Please take note that the Christian Art acknowledgement number is an acknowledgement of your request and does not replace the authorization number.**

## 6. Returning of stock

- **A copy of the signed authorization form as well as a complete listing of the contents of the package(s) is included inside each carton;**
- **The relevant returns authorization reference number (QL number) is clearly marked on each package.**
- Goods are securely packed to avoid damage in transit.
- Please ensure that the box quantity (of stock to be returned to Christian Art) and the box quantity on the waybill correspond.
- Always indicate the QL Number (Authorization number) in the reference field on the waybill (Annexure D - waybill) and (Annexure E - labels).
- **If one return of goods is packed in several cartons/packages, each carton/package is to be clearly marked with the authorization number (QL number) as well as the conventional "Box 1 of 2" or as may be appropriate, depending upon the number of cartons/packages involved.**
- Please refer to Annexure F – Image of the courier company's scanner information upon collection and Annexure G – Refers to the document to be completed upon collection from Christian Art.

## 7. Carriage Costs

- The carriage cost on authorized returns dispatched to Christian Art will be paid by the customer returning the goods unless the goods returned are dispatched for one of the reasons cited below:
  - Goods received by the customer that have been damaged in transit
  - Miscount or misprinted goods
  - Goods incorrectly supplied by Christian Art
- Collections for above-mentioned returns will be done by UTI. Collections will not be repeated if the customer is unable to provide the parcel upon first time collection.
- Neighboring countries: In the instances of miscount or misprinted goods, customers should affix the title page(s) to their returns authorization request (QL authorization) and mail these to Christian Art in one parcel.

## 8. Conditions for returns to Christian Art

- **Goods are in mint, resalable condition and that all price and promotional stickers are removed.**
- Software and DVD's cannot be returned if not in their original packaging; no individual items regarding to items originally packed in packets will be accepted back, except for damaged items.
- All return claims must be made within seven (7) days of receipt of order.

## 9. Handling Fee

All returns will be subject to a 20% of invoice value re-handling charge (except with manufacturing or publisher defects).

## 10. Over Supplied Items

**Please note that over supplied items, are items, which you have received without being invoiced for it.**

## 11. Credit Only

No need for stock to be returned when a credit only confirmation has been received.

## 12. Short Received

- Please note that short supplied items, are items, which you have been invoiced for – but not received.
- Customers should direct short supplied notifications to the customer service department on the attached form (Annexure B). Customer service department will provide feedback, for instance (Annexure C) with an authorization number.
- The outcome of the investigation will be confirmed via fax or e-mail.

## 13. Contact Details

- E-Mail address : [sales@cum.co.za](mailto:sales@cum.co.za) or [enquiries@cum.co.za](mailto:enquiries@cum.co.za)
- Toll Free Fax Numbers: 0800 111 603 or 0800 003 406
- Fax Number: 016 421 1748
- Switchboard: 016 440 7000
- Fax to e-mail:
- Toll Free Numbers: 0800 003 399, 0800 003 400, 0800 003 401, 0800 003 402

### For requests received via e-mail

Christian Art will acknowledge your request with an acknowledgement number (eg 100336)

As soon as the investigation are finished, Christian Art will give feedback regarding your request with an Query Log Number (Authorization Number) if applicable.

### For requests received via fax

Christian Art will provide feedback regarding your request with an Query log number (Authorization number) if applicable.

Kind Regards  
René Loubser  
Customer Services Manager