

Beyond Stock Refreshment Policy

Concept: **Stock Refreshment** is an initiative from Beyond to promote the sell-through of stock through your outlet, not simply supplying it. This programme also has a safety net to ensure you, the reseller, is not burdened with obsolete or unsaleable stock.

Terms and Conditions

1. Qualification

- 1.1 Customer must hold an **active account and within their trading terms**.
- 1.2 Stock refreshment only applies for Beyond™ branded products.
- 1.3 Products not published in the current price list will not be accepted for Stock Refreshment.
- 1.4 Products must remain in the reseller's possession for a **minimum of 60 days from the date of invoice before they qualify for Stock Refreshment and must be submitted and returned to Beyond within 90 days**. Any products returned after the 90 days will either be attributed a nominal value decided by Beyond or rejected completely if no nominal value can be attributed.
- 1.5 Non-Beyond branded items, other brands, bespoke, special ordered, fashion and boutique classified items such as coloured leather cases, novelty straps, housings, phone fascias and flashing accessories are not qualified for Stock Refreshment.

2. Conditions on returned products

- 2.1 All returned products must be received by Beyond in the same way as they were received by the customer and correctly labelled, packaged and in a re-saleable condition.
- 2.2 Products returned for **Stock Refreshment must accompany a re-purchase Order Form of equal or greater value than the stock returned and must be exchanged/re-ordered with Beyond branded products only**. Under no circumstances will credit be given for any balance owing on replacement stock.
- 2.3 Products approved for Stock Refreshment (SR number – see Procedure) must be received by Beyond within 14 days of approval. We reserve the right to reject claims outside this time frame.

3. Costs and valuation

- 3.1 All products returned within the time window for Stock Refreshment will incur a **20% handling and restocking fee** on the value of the goods.
- 3.2 Products returned will be valued on the invoice at the original time of purchase or current reseller pricing, whichever is the lesser.
- 3.3 **All freight forwarding costs for Stock Refreshment are borne by the customer/reseller** and Beyond accepts no liability or responsibility for the freight charges on returned products.
- 3.4 The administration and approval of this policy is at Beyond Head Office's sole discretion.

Procedure: How do I use Beyond's Stock Refreshment program?

Ensure you have read and understood the Terms and Conditions above. Using this service means you agree to the terms and are bound by them.

- 1) Call Beyond and request a Stock Refreshment form
- 2) Complete form and compile a replacement stock order
- 3) Fax or email to Beyond for approval and Stock Refreshment number (SR xxxx)
- 4) Upon receipt of an SR number you then must organise the delivery of the stock to Beyond within 14 days and include the Stock Refreshment Form and replacement order with the delivery of the returned stock. Check all details and forms are completed and accurate prior to returning stock to ensure minimal delays in processing.
- 5) Once received by Beyond, all returned products and accompanying forms will be assessed for completeness and prepare for replacement order for dispatch.
- 6) Any discrepancy in stock, value or otherwise will be advised.