

## RESTOCKING & RETURN POLICY

<b>Policy Owner</b>	Operations / Warehouse / Sales Management
<b>Effective Date</b>	
<b>Version</b>	1.0
<b>Approved By</b>	
<b>Applies To</b>	All customers, distributors, representatives, inside sales, warehouse, and accounting teams

### 1. Purpose

This policy defines a clear and consistent process for product returns, restocking, inspection, and credit issuance. The purpose is to protect Havells Lighting LLC, maintain inventory quality, avoid resale of questionable material, and provide fair treatment to customers.

### 2. General Policy

All returns must be approved in writing by Havells Lighting LLC before material is shipped back. No return will be accepted without a valid Return Authorization / RMA number. Approval to return material does not guarantee full credit. Final credit will be determined only after receipt and inspection of the returned product.

### 3. Return Eligibility

Returned material must be traceable to a Havells Lighting LLC invoice and must match the model number, quantity, and condition approved under the RMA. Products must be complete with all accessories, brackets, hardware, photocells, shorting caps, manuals, labels, and original components, unless otherwise approved in writing.

## 4. Return Time Window

Return Timing	Policy
Within 30 days from invoice date	Eligible for review and possible credit, subject to inspection and applicable restocking fee.
31 to 90 days from invoice date	May be accepted only with pre approval and higher restocking fee
More than 90 days from invoice date	Generally not accepted unless approved by in writing.
Special order / custom product	Not returnable unless defective or specifically approved in writing.

## 5. Restocking Fee Structure

The following restocking fees may apply based on product condition and resale value. Havells Lighting LLC reserves the right to increase, reduce, or waive restocking fees depending on the situation, customer relationship, and management approval.

Product Condition	Restocking Fee / Action
New, unused, original sealed box	15% restocking fee
New, unused, box opened but product complete	20% restocking fee
New, unused, damaged box or repacked box	30% restocking fee
Product without original box	35% to 50% restocking fee, subject to inspection
Used, installed, modified, or field-tested product	Generally not returnable; handle only under warranty review if applicable
Missing accessories, hardware, manuals, brackets photocells, caps, or components	Additional deduction or rejection of return
Non-stock, special order, discontinued, custom color, or customized product	Not returnable unless approved by management in writing

## 6. Product Condition Categories

### A. Unused Product in Original Box

Products that are unused, clean, complete, and returned in original factory packaging may be eligible for credit after inspection. A standard restocking fee will apply.

## **B. Unused Product with Opened or Damaged Box**

Products that are unused but have opened, damaged, torn, written-on, or non-resalable packaging may still be accepted, but additional restocking charges may apply. This is because the product may require repacking, relabeling, inspection, or discounting before resale.

## **C. Product Without Box**

Products returned without the original box may be accepted only at Havells Lighting LLC's discretion. Such products are difficult to resell as new and may require additional inspection, testing, repacking, and labeling. A higher restocking fee will apply, or the return may be rejected.

## **D. Used or Installed Product**

Used, installed, wired, modified, scratched, painted, altered, or field-tested products are generally not eligible for return or restocking. If the customer claims a product defect, the return will be handled under the warranty review process and not as a standard restocking return.

## **E. Damaged or Incomplete Product**

Products returned with physical damage, missing parts, missing accessories, cut wires, altered wiring, missing hardware, broken lenses, missing brackets, or signs of mishandling may be rejected or credited at reduced value. Havells Lighting LLC may deduct repair, repacking, testing, labor, or replacement part costs from any credit.

## **7. Freight Responsibility**

Unless the return is due to an error by Havells Lighting LLC, the customer is responsible for return freight. Original shipping charges are non-refundable. If Havells Lighting LLC arranges return freight on behalf of the customer, the freight cost may be deducted from the final credit. Products damaged during return transit due to poor packaging may not be credited unless the carrier claim is approved.

## **8. Inspection & Testing**

All returned products are subject to inspection after receipt. Inspection may include product condition check, packaging condition check, electrical testing, verification of model number and quantity, verification of accessories and components, and review for installation marks, scratches, wiring changes, or modification.

## 9. Credit Issuance

Approved credits will be issued as account credit unless otherwise agreed in writing. Credit amount will be based on original invoice value, product condition, applicable restocking fee, missing parts or accessories, repacking/testing cost, and freight deduction, if applicable. No credit will be issued for products rejected after inspection. Customer may request rejected material to be returned at their freight expense.

## 10. Non-Returnable Items

The following items are generally non-returnable: special order products, custom color products, modified or assembled products, installed or used products, products without traceable invoice, discontinued items, clearance or closeout items, products damaged by customer, installer, or jobsite handling, products with cut wires or altered wiring, products missing major accessories or components, and products returned after 90 days without management approval.

## 11. Exceptions

Havells Lighting LLC may approve exceptions on a case-by-case basis depending on customer relationship, product condition, resale value, and business situation. All exceptions must be approved by management in writing.

## 12. Internal Return Handling Matrix

Situation	Recommended Action
Customer ordered wrong item, unopened box	Accept with 15% restocking fee
Customer ordered extra quantity, unopened box	Accept with 15% restocking fee
Open box but unused and complete	Accept with 20% restocking fee
Damaged box but product is okay	Accept with 30% restocking fee
No box but unused	pre approval; 35% to 50% restocking fee
Installed product	Reject unless handled under warranty claim
Cut wires or modified wiring	Reject
Missing accessories	Deduct cost or reject
Special order or custom color product	Reject unless management approves
Havells Lighting LLC shipped wrong item	Accept return with no restocking fee
Approved defective product	Handle under warranty policy; no restocking fee if defect is confirmed



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### 13. RMA Workflow

- Customer requests return with invoice number, SKU/model number, quantity, reason for return, and photos of product and packaging.
- Sales or customer service reviews the request and obtains pre approval if required.
- Havells Lighting LLC issues an RMA number and return instructions if approved.
- Customer ships material back using suitable packaging to avoid transit damage.
- Warehouse receives and inspects material against approved RMA.
- Warehouse reports product condition to sales/accounting.
- Accounting issues credit based on approved amount after restocking fee and deductions.

### 14. Customer-Facing Summary for Emails / Quotes

Havells Lighting LLC accepts returns only with prior written approval and a valid RMA. Returned products must be unused, complete, and in resalable condition. Products returned in original packaging may be subject to a standard restocking fee of 15% to 20%. Products with damaged packaging, missing boxes, missing accessories, or repacking requirements may be subject to a higher restocking fee or may be rejected after inspection. Used, installed, modified, or special-order products are generally not returnable unless approved under warranty review. Final credit will be issued only after Havells Lighting LLC receives and inspects the returned material.

#### Management Approval:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_