## Purpose

To establish and follow a proper documented procedure to receive return back any material from our valuable customers due to quality issue or other concerned matter

## Scope

This specific and documented procedure describe and set a bundles of responsibilities for sale/marketing, store and administration regarding to perform their duties in sales return process

## Responsibilities

* Sales Departments
* Store Department
* Administration
* Q.C department

## Procedure

* Intimation about sales return with concerned reason
* Material pick up from concerned destination
* Material receiving and addition into the stock through concern GRN
* Q.C testing and further utilization/ waste declaration

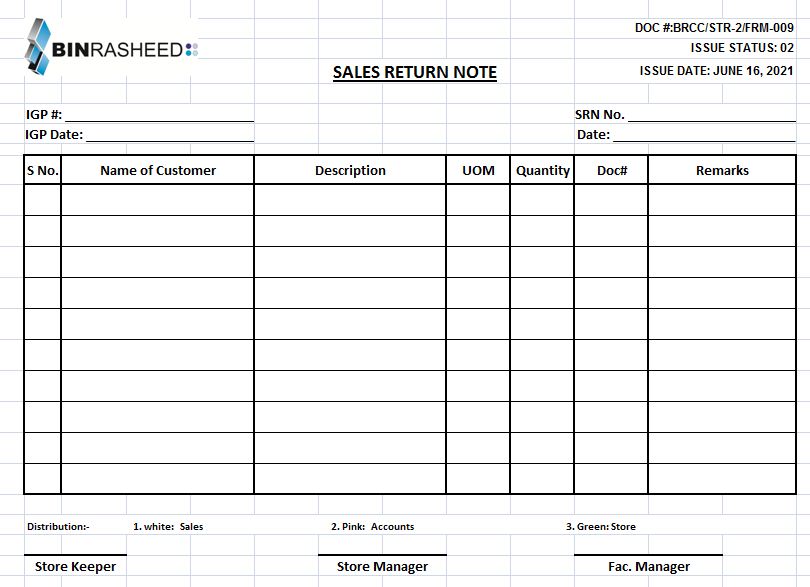
1. **Operational steps**

* Sales and marketing department will inform store department about return material, reason and its destination
* Store department will inform to administration for material pick up
* Store department will receive return material inside the factory through sales return note and share a copy with HO (marketing department)
* Lab department will test the returned material for further utilization
* Material will be shifted in concerned rejected stock in case of rejection
* Material will be sent to other concerned customers in view of Lab testing and recommendations after been added in regular stock

1. **Precautions**

* Returned material should be picked carefully to prevent and avoid any kind of loss and wastage during movement
* Proper concerned documentation should be completed regarding sales return process
* Returned material should be isolated from rest of the stock until completion of lab testing and further utilization plan

## Associated Documents and Records

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