



**LEADERS HOLDING CO.™**

Est. 1971

## Guidelines for Loaning Merchandise

Our goal is to always exceed customer expectations. Loaning merchandise to make up for a company error is one way of going above and beyond. Because of the financial impact loaning merchandise has on the company these guidelines were set by company managers in 2017. Only the Sales Leadership Team, National Sales Manager or the Operations Director can make the decision to loan merchandise following the guidelines below.

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### Approved Items to loan

Indoor	
Sofa	SRVC-LOANER-SOFA,O4050
Love Seat	SRVC-LOANER-LOVESEAT,O4050
Rattan High Back Stationary Chair	SRVC-LOANER-HBCHAIR,PGS SRVC-LOANER-HBCHAIR,WWBB SRVC-LOANER-HBCHAIRCUSHIONS,O4050
Rattan Low Back Stationary Chair	SRVC-LOANER-CHAIR,PGS SRVC-LOANER-CHAIR,WWBB SRVC-LOANER-CHAIRCUSHIONS,O4050

Outdoor	
Sofa	GARD-3203
Love Seat	GARD-3202
Swivel Glider	GARD-3201
Club Chair	GARD-3201
Dining	Empire Dining

## Reasons

Reason	Loan Yes	Loan No
A sales team member forgot to check stock before entering an order and we are out of an item.		We support our sales team members but we cannot absorb the financial burden of loaning merchandise because stock was not checked. Solutions: <ul style="list-style-type: none"> <li>✓ Look for a SWAP</li> <li>✓ See if the PO can be expedited</li> </ul>
The last item in the warehouse is damaged but is safe for use.		Inform the customer that the quality is not what we expect. Our quality control team will do their best job to make it look the best that it can. We will deliver the damaged but safe item to the customer and replace it with a new item when stock comes in.
The last item in the warehouse is damaged and unsafe to use.	Yes, we will loan a similar item to the customer until a new item comes in. See the list of approved items to loan.	
A special order item came in damaged but is safe to use from the manufacturer.		Inform the customer that the quality is not what we expect. Our quality control team will do their best job to make it look the best that it can. We will deliver the damaged but safe item to the customer and replace it with a new item when stock comes in.
A special order item came in damaged and is not safe to use from the manufacturer.	Yes, we will loan a similar item to the customer until a new item comes in. See the list of approved items to loan.	
Looking at the standard lead times for a manufacturer, the ETA time for an item is over 20 days late.	Yes, we will loan a similar item to the customer until a new item comes in. See the list of approved items to loan.	
A customer just received delivery of new upholstered furniture and it has a fabric defect.	If it is special order and cannot be exchanged: <ul style="list-style-type: none"> <li>✓ We will arrange an in home repair</li> <li>✓ We will loan a similar item to the customer till a new item comes in. See the list of approved items to loan.</li> </ul>	If it is a stock item and can be exchanged, we will exchange the item as soon as possible.
Customer owned merchandise is misplaced by the Leader's team	After the concern is brought to the Operations Director and the Head of Inventory and both parties agree the item cannot be found, we will loan a similar item to the customer until a new resolution is found. See the list of approved items to loan.	