



LEADERS HOLDING CO.™

Est. 1971

Damaged or Broken Goods

Your showroom display is your best-selling tool. Items will wear out, get banged up, knocked over, or may have some sort of defect that can prevent you from selling the item or create a customer opposition. Everyone on the store team should be on the look out for any item that is damaged or broken. Discuss it between the team and take the appropriate action immediately. A floor displayed well with merchandise that is all in excellent condition will make everyone at your store more money.

Items Damaged on Transfer

If an item comes off of the transfer truck damaged immediately enter a transfer to send it back.

Damaged At Store

If a damaged item is located on your selling floor consider the following questions to determine the course of action:

Question	Yes	No
Is the damage noticeable?	<ul style="list-style-type: none">✓ Ask purchasing for a clearance price on the item.✓ Transfer the item back to the Distribution Center with red tape on the damaged area and ICF (Inventory Control Form) attached	<ul style="list-style-type: none">✓ Ask purchasing for a clearance price on the item.
Will the damaged item influence the way a collection will sell?	<ul style="list-style-type: none">✓ Ask purchasing for a clearance price on the item.	<ul style="list-style-type: none">✓ Ask purchasing for a clearance price on the item.
Does the damage detract from the display?	Ask purchasing for a clearance price on the item.. If the damage is excessive please transfer the item back to the Distribution Center with red tape on the damaged area and ICF (Inventory Control Form) attached	<ul style="list-style-type: none">✓ Ask purchasing for a clearance price on the item.
Does the damage pose a possible threat to safety for the customer or our team?	Immediately take the item off the selling floor and transfer it back to the Distribution Center with red tape on the damaged area and ICF (Inventory Control Form) attached.	Ask purchasing for a clearance price on the item.. If the damage is excessive please transfer the item back to the Distribution Center with red tape on the damaged area and and ICF (Inventory Control Form) attached
Will you have to explain to a customer that this is not normal?	Ask purchasing for a clearance price on the item.	Ask purchasing for a clearance price on the item.