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| Description | MG PROCUREMENT GENERIC CUSTOMER RETURNS AND REPLACEMENTS PROCEDURE |
| Revision No | 02 |
| Date of Revision | 10 SEPTEMBER 2025 |
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| Author | TSHEGOFATSO NAKEDI |
| Approver | ASHOK SOOKLALL |



MACROCOMM GROUP (PTY) LTD PROCUREMENT

CUSTOMER RETURNS (AND REPLACEMENT) PROCEDURE

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Document Sign-Off / Approval

This is the formal sign-off for this Customer Returns and Replacements Procedure.

| Name | Designation | Date | Signature |
|----------------|-------------------------|------|-----------|
| Ashok Sooklall | General Manager – MG | | |
| Elton Chettiar | Chief Operating Officer | | |
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1 Procedure Description and Purpose

The purpose of this Customer Returns and Replacement procedure is to details why and how stock order deliveries are returned to Macrocomm Group and replaced for the customer.

Macrocomm Group Procurement does not have a centralised warehouse for storage, it keeps safety/buffer stock on hand to keep lead time at a minimum to satisfy customer demand in a timeous manner.

1.1 Description

This is the procedure of how to manage customer complaints regarding products and their returning of such for replacement, and how we engage with the manufacturers to do a swap-out by replacing the product.

In this procedure the words:

- product and/or device; and
- manufacturer and/or supplier are used interchangeably

1.2 Benefits

This procedure provides the Procurement team with the guidelines of to accept a product return and engage with the manufacturer to obtain a replacement.

- the Finance Team will effectively reconcile against invoices
- to have a record of all goods returned to us, and then onto Suppliers
- to have a record of all goods replaced under warranty
- to have a record of all goods that are no longer under warranty replaced

1.3 Areas of Responsibility

The General Manager is accountable for the Procurement department.

The Procurement Officer is responsible for receiving customer returns from Group subsidiary and returning them to Supplier; notify supplier to replace returned device(s).

The Salesperson is responsible for receiving a “dead” device(s) from the customer, testing the device/investigating cause of returned device(s); and giving them to the Procurement department.

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1.4 Relationship between this Procedure and other Procedures/Processes

This procedure informs the process for replacement of a product that has failed in the market and returned by a customer. This follows on from the Generic Stock-Out and Customer Complaint Processes.

This procedure documents the key steps of the Customer Returns and Replacements process.

2 Customer Returns and Replacements Procedure Management

2.1.1 Procedure Objectives and Metrics

2.1.1.1 The procedure objectives are defined as:

- Determining the reason for the customer complaint regarding the product
- Investigate as to why the customer is returning a product(s)
- Determining if the product is under warranty and qualifies for a replacement
- Successful replacement of the product for the customer

2.1.1.2 Procedure Metrics

Each objective of this procedure is measured according to the:

- The customer Purchase Order
- The customer's usage of the product
 - The Supplier/Manufacturer Warranty
 - if the product/device is in or out of warranty
- Date of installation of the product for the customer
- Lead time from complaint to replacement

2.2 Procedure Owner(s) and Key Stakeholder(s)

2.2.1 Procedure Owner

The General Manager is responsible for managing this process and ensuring that all stakeholders follow the steps outlined for effective procurement.

The person performing this task is the Procurement Officer and is the delegated responsible person.

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2.2.2 Key Stakeholders

The key stakeholders are the Manufacturer (Supplier), Sales Team and Finance.

3 Typical Procedure Inputs

The typical procedure inputs are noted below:

3.1 Information or Documents Needed

The following information or documents are necessary for effective measuring and enabling of the Generic Customer Returns to Manufacturer (Supplier) Procedure:

- Purchase Order issued to Supplier
- Customer Purchase Order
- Report on the product malfunction, and/or the customer complaint regarding the device.
- Supplier Delivery Note
- Manufacturer Device Warranty
- Certificate of installation (if applicable) for this product

3.2 Resources Needed

The following resources are needed to support this procedure:

- Report from customer noting the malfunctioning of the product

3.3 Personnel Needed

There are two key processes effected by personnel:

- The IoT Salesperson/Fleet Operations salesperson checks the connectivity either through the Sigfox Platform or the Fleet SaaS Platform before declaring the product (device) as malfunctioning and forwarded to Procurement.
- The Procurement Officer inspects the stock received upon arrival and liaises with the supplier to effect the replacement.

3.4 Preceding Processes/Procedures

The preceding process is the Generic Stock-Out Process performed by the Procurement Officer and/or the Installation Process performed by the Sales IoT team or Fleet Operations team.

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4 Typical Procedure Outputs

The following outputs:

4.1 Typical outputs are:

- Investigation outcome from Technician (telematics device)
- Connectivity restored
 - Product (device) reset
- Warranty honoured, product (device) replaced
- Customer purchases a new product
 - If out of warranty
 - Customer abuse established

4.2 Technical or System

- Email
- Excel

4.3 Documents

- Customer email that reports on the product (device) malfunction
- Delivery note received from customer regarding the returned product (device)
- Supplier / Manufacturer Warranty
- Installation certificate (if applicable)
- The manufacturer (supplier) test confirming if the product (device) has malfunctioned, and if it is covered under warranty.
- New Purchase order from customer if a new product to be purchased (if device is out of warranty or customer abuse)
- Delivery note received from the manufacturer (supplier)

4.4 Enablement or Operationalisation of Another Process

This Customer Returns and Replacement Procedure enables the investigation of the malfunctioning product received from the customer and replaced by the manufacturer / supplier.

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5 The Customer Returns and Replacements Procedure

The Generic Customer Returns to Manufacturer (Supplier) Procedure is important as it enables the monitoring of products to ensure that we supply quality products (devices) to our customers and educate them on the correct usage/environment for these. It ensures that we effect robust stock control over all products returned and replaced.

5.1 Sub-process: Customer Complaint which leads to an investigation

The key steps are noted below:

- 5.1.1 The Customer informs the Salesperson (IoT/Fleet) either via email or telephonically about the device having issues.
- 5.1.2 There are three causes of device malfunction/damage that the Salesperson will investigate:
 - 5.1.2.1 Connectivity
 - 5.1.2.1.1 The Sales Manager/Fleet technician/Connect consultant checks the connectivity of the product / device on the Sigfox Network or for Fleet products, the GSM network using the Saas Platform.
 - 5.1.2.1.2 If the connectivity is 100% then the issue may be due to the customer's environment; or if the device is unable to connect to the network, then the device is to be returned to the Salesperson.
 - 5.1.2.2 "Dead" Product/battery
 - 5.1.2.2.1 The device is no longer fulfilling its intended function.
 - 5.1.2.3 Customer abuse
 - 5.1.2.3.1 A technician will be sent out to do an investigation on telematics device to determine whether it is the customer at fault or if the product is "dead".
 - If the customer is at fault, then they will cover the technician fee and cost of the product replacement.
 - The MG Procurement department will receive the "dead" unit from Salesperson.

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5.1.2.3.2 Other subsidiary units do not need a technician.

5.1.3 The Salesperson (IoT/Fleet) to request the customer to return the device; and to record by email what the malfunction problem (issue) is.

5.1.4 The Salesperson (IoT/Fleet) advises the Procurement Officer that there is a product / device has malfunctioned by this specific customer and to expect this to be returned.

5.1.5 The Procurement Officer to confirm if the product is still under warranty and to request a copy of the installation certificate (if applicable).

5.1.6 When the customer's returned product is received, the Procurement Officer must record this in the Stock Returned Register – MG-STK-RTN-REG 202405.00 – and confirm the serial number against the last order.

5.2 Sub-process: Communication with the Supplier for Stock Testing and Replacement Under Warranty or Resolution of Issue

The key steps are noted below:

5.2.1 The manufacturer tests the product to confirm is malfunction and confirms if the product is covered under the warranty.

5.2.1.1 If the product is confirmed to have malfunctioned and is covered under the warranty, the manufacturer as per the agreement with Macrocomm will effect replacement

5.2.1.2 If the product is confirmed to have malfunctioned and is not covered under the warranty (due to the warranty having expired) then the manufacturer will agree with the Procurement Officer to send a new device for the customer to purchase.

5.2.1.3 If the product is confirmed as to having malfunctioned due to customer abuse and that it is no longer covered under the warranty, the manufacturer will agree with the Procurement Officer to send a new device for the customer to purchase.

5.2.1.4 If the product, after testing is in full working order, it will be returned to Macrocomm to return to the customer.

5.2.2 The Procurement Officer continually monitors the status of the replacement with the Supplier either telephonically or via email.

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- 5.2.2.1 The Procurement Officer will keep the Salesperson (IoT/Fleet) updated on the interactions with and/or feedback from the manufacturer (supplier).
- 5.2.2.2 The Salesperson (IoT/Fleet) is to keep the customer updated on the timeframe for a replacement or if they need to purchase a new product based upon the finding of the manufacturer. This will be done by email and/or telephonically.
- 5.2.2.3 If the replacement is urgent as it is part of the POC or POV project, then Macrocomm Procurement to issue a loan product (device) to prevent the project from stalling; this will be run parallel with the manufacturer (supplier) testing process noted above in 5.2.1.
- 5.2.2.3.1 If the customer refuses the loan product (device) then they must wait until the manufacturer (supplier) provides the outcome if their testing and if a replacement will be given.

5.3 Sub-process: Manufacturer (Supplier) Testing Outcome and Product Return or New Delivery.

The key steps are noted below:

- 5.3.1 The manufacturer test outcome will be emailed to the Procurement Officer.
- 5.3.2 The test will determine if the product is replaced under warranty or if a new product is to be purchased.
- 5.3.3 The manufacturer will package and ship to Macrocomm either the:
 - 5.3.3.1 Replacement product if test confirms malfunction and it is under warranty
 - 5.3.3.2 A new product if the test confirms malfunction but it is no longer under warranty
 - 5.3.3.3 A new product if the test confirms customer abuse
 - 5.3.3.4 The Salesperson (IoT/Fleet) will be advised.
 - 5.3.3.5 The Salesperson (IoT/Fleet) will communicate the finding with the customer.
 - 5.3.3.5.1 The customer will be advised when to expect the replacement or
 - 5.3.3.5.2 The customer, if they agree, will be advised when to expect the new product (device) and be invoiced accordingly

5.4 Sub-process: Customer Replacement or New Product Shipped.

The key steps are noted below:

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5.4.1 The generic stock-in and stock-out processes will be followed when the replacement stock or new stock is received from the manufacturer (supplier).

5.4.1.1 The customer will be invoiced if the product (device) is not under warranty or fails the malfunction test

5.4.2 The customer will be kept informed by the Salesperson from the beginning of the process until the matter is resolved.

6 Risks and Opportunities

6.1 Risks

The following risks have been identified:

| RISK | BUSINESS IMPACT | MITIGATION ACTIONS |
|--|-----------------|---|
| Replacement not covered under warranty | Revenue loss | All products tested and checked to confirm if under warranty by Macrocomm and the Manufacturer (Supplier) before providing a replacement. |

6.2 Opportunities

The following opportunities table will used to help improve the procedure and processes for greater efficiencies.

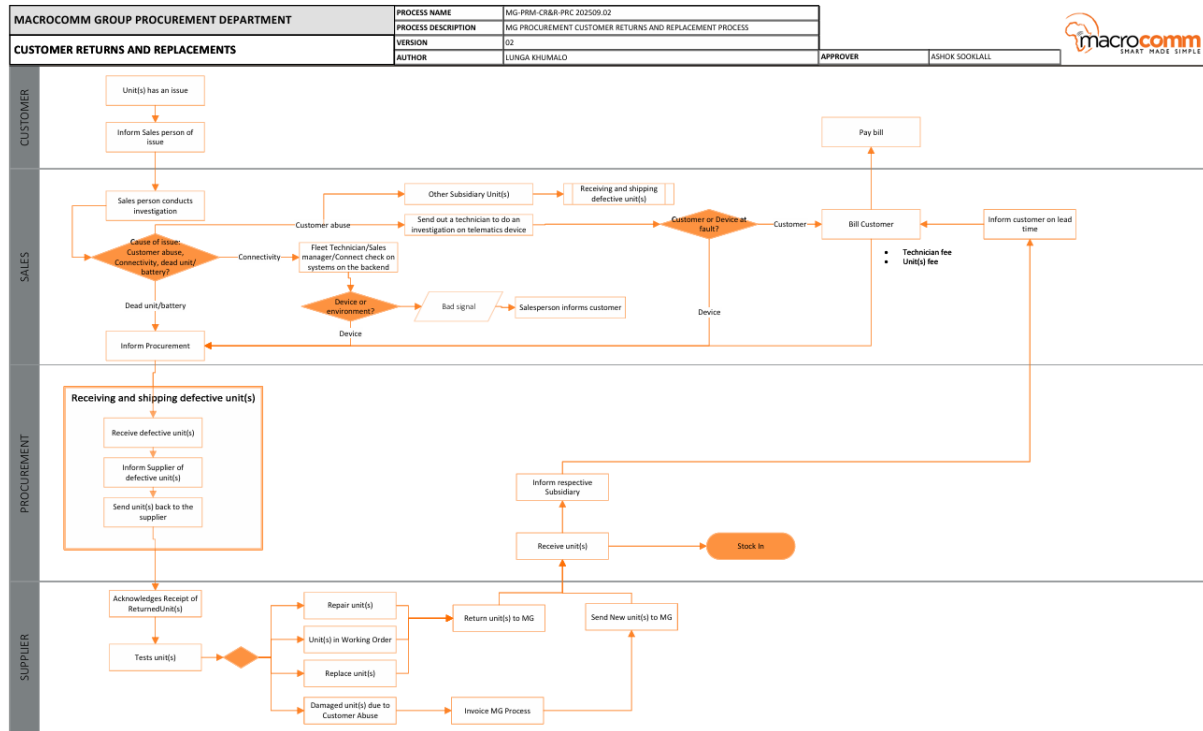
| OPPORTUNITY | BUSINESS IMPACT | PROCESS/PROCEDURE AMENDMENT, TRAINING REQUIREMENT |
|-------------|-----------------|---|
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7 Processes

The processes mapped below is for Customer Returns and Replacements.



8 Support

If there are any queries or problems regarding the Generic Delivery Rejection Procedure contact either the General Manager or the Procurement Officer.