



Sortimo Delivery Damage & Discrepancy Policy

1. Scope of policy

This policy shall apply between Sortimo and any person, company or organisation that has purchased products directly from Sortimo. It shall exclude any Sortimo products that have been supplied by a third party. Sortimo reserves the right to make discretionary decisions in exceptional circumstances, and nothing in this policy shall be deemed to contravene a customer's statutory rights.

2. Notification of delivery damage and/or discrepancies

All goods must be checked immediately upon delivery and any damages or discrepancies from the delivery note must be advised to BOTH the carrier's delivery driver AND to Sortimo. This shall be according to the following conditions:

- I. Any goods that are not in secure packaging should be checked for any sign of damage, loss, or any other indication of being unsatisfactory. All loose components that are advised on the delivery note must be checked off against the delivery note.
- II. Any goods that are contained within secure packaging, shall be checked for any signs of damage or loss to the external packaging.
- III. Any such damages, losses, or goods missing as per 2.i or 2.ii, MUST be advised immediately to the driver before signing any delivery note and thus before the driver leaves the customer's premises. The customer MUST also advise Sortimo immediately, and at the very least within 24 hours of delivery, excluding Saturdays and Sundays.
- IV. In the case of goods within secure packaging, as per condition 2.ii; the goods themselves must be inspected and any damage, loss or other indication of being unsatisfactory, MUST be advised to Sortimo within 48 hours of delivery.
- V. Failure to abide by these conditions of notification will automatically release Sortimo from any obligations to refund monies or replace goods. Sortimo reserves the right to review any claim in the event of contradictory notification evidence.
- VI. So long as the conditions of notification are complied with, then Sortimo will make every endeavour to replace or refund the goods in question, according to reasonable customer requirements, and at no extra cost to the customer.