



CUSTOMER FREIGHT DAMAGES / RETURNS / CANCELLED ORDERS

1. PURPOSE

- 1.1 This policy has been introduced to ensure that SCT handle customer freight damages, returns or cancelled orders in a timely manner, and to mitigate the risks associated with cross contamination or additional damage **within 5 working days**.

2. SCOPE

- 2.1 This policy applies to customer freight delivered into SCT locations in a damaged condition or freight which is in an unfit condition for delivery to the customer receiver or freight that has been rejected by the customer or receiver and returned to SCT; and includes cancelled orders.
- 2.2 This policy also applies to SCT staff and SCT customers unless a Customer Transport Service Agreement specifically states otherwise.

3. PROCESS

- 3.1 Upon receipt of any damages, returns and or cancelled orders, SCT's nominated representative will notify the sender, customer and receiver by phone with confirmation by email (or in writing or by fax) of the specific issue relating to the freight.
- 3.2 Upon receipt of the phone notification, the sender, customer or receiver will **have 4 working days** to advise SCT of what they require SCT to do with the product.
- 3.3 If the sender, customer or receiver requires an extension of time, they are required to notify SCT by email (or in writing or by fax) within the **specified 4 working days**.
- 3.4 SCT will consider such a request and will only reject such a request if it is deemed that the product poses a risk to SCT or other customer's freight.
- 3.5 In the case that SCT has not received a response **within 4 working days of the phone notification**, SCT will contact the sender, customer and receiver and advise them of SCTs intention to dispose of the freight **in 1 working day**. This notification is to be confirmed by email (or in writing or by fax) to the sender, customer and receiver.
- 3.6 The sender, customer or receiver will then have **24 hours** to respond to SCT's proposal.
- 3.7 If SCT does not receive advice from the sender, customer or receiver within the **extra 24 hours**, then SCT will take actions to deal with the situation in the safest manner.
- 3.8 The SCT nominated representative will then notify the sender, customer and receiver by email (or in writing or by fax) of the actions taken to deal with the damaged, returned or cancelled freight.