
Overview

The standard is about returned goods and materials, including surcharged motor vehicle parts and dealing with old units and motor vehicle parts warranty. It includes informing customers what you can do to help them and taking suitable action (refund, credit note or replacement goods etc.).

For this standard parts may be new, refurbished or recycled.

Performance criteria

You must be able to:

P1 clearly and politely check with the customer what goods they want to return and their reasons

P2 apologise promptly if your company appears to be at fault

P3 follow legal and company requirements for offering replacements and refunds, and explain these to the customer clearly and politely

P4 explain to the customer clearly and politely the action you are going to take, and any charges that apply

P5 accurately pick out the replacement goods and follow company procedures for preparing them to be sent out

P6 handle and store potentially hazardous or dangerous goods

P7 explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods

P8 accurately check the type, quantity and condition of returned goods

P9 give accurate and complete information to the person who can raise a credit note or refund the payment

P10 promptly, accurately and fully update the stock control system

P11 clearly label any goods that are to be returned to the supplier or manufacturer

P12 move returned goods to the correct place and position

P13 separate unsalable goods from sales stock

P14 inform **relevant person(s)** of a return

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures *

K1 current relevant legislation, regulations, codes of practice and guidelines relating to processing the return of goods

K2 the main reasons customers might have for returning goods

K3 the customer's legal rights to replacements and refunds

K4 when and how to inform *relevant person(s) of a return

K5 when to offer an apology when the company appears to be at fault

K6 company policies and procedures for replacements and refunds, including proof of purchase

K7 the authority levels you and other colleagues hold to agree to replacements and refunds

K8 how customers should return unwanted goods

K9 where to find replacement goods

K10 any charges that apply when your company is not at fault

K11 who can raise credit notes and refund payments, and the information they need

K12 your company procedures for preparing replacement goods for sending out

K13 how to update the stock control system accurately and fully when goods are returned and why you should do so promptly

K14 how to label goods for return to the supplier or manufacturer

K15 where to place returned goods that cannot be re-sold

K16 where to place returned goods that can be re-sold

K17 the risks associated with a range of potentially hazardous or dangerous goods and how these should be handled and stored

Scope/range

1. **Relevant person(s)** include:

- 1.1. manager
- 1.2. supervisor
- 1.3. team leader
- 1.4. senior manager

Glossary

*

This section contains examples and explanations of some of the terms used but does not form part of the standard.

Customers *

These are defined as internal and external customers.

Parts **

These are motor vehicle parts (new, refurbished or recycled), any accessories and consumables

IMIVPO06

Process returned goods and materials in a vehicle parts environment



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