

## Standard Operating Procedure (SOP) for Sales Return

### General Information:-

|              |               |
|--------------|---------------|
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## Purpose

The sales return SOP aims to provide back-end support from the company to the channel partners by accepting returned products and issuing credit notes according to the rules outlined.

## 1. Handling Returned Products

### 1.1. Process:

1.1.1. **Returned** products must be sent to the **Company's Headquarters** (HQ) for the **inspection** and **processing**.

### 1.2. Action:

1.2.1. A **challan** or a **return note** must be attached to the returned products, clearly marked as "**Sales Return**".

**Note:-** If the return note or challan is missing with the returned product, the return will not be processed.

## 2. Credit Note Issuance

**2.1.** A **Credit Note** will be issued based on the cost of the returned product and any additional accessory charges. The final amount will be calculated after deducting the relevant charges from the product's cost.

**2.2.** No products are eligible for a credit note **after a six months** from the purchase date.

## 3. Standard Products

### 3.1. Return Conditions:

**3.1.1.** All standard products that are **less than six months old** and **unopened in their original packaging** are eligible for a full credit note.

**3.1.2.** Discontinued products will be credited based on the **current market value**, provided they are returned with the original invoice.

### 3.2. Exchange of device connectors (cables):

**3.2.1.** Subject to the company's approval **based on the condition** of the cables.

## 4. Customized Products

### 4.1. Return Condition:

**4.1.1.** Touch panels **less than six months old** are eligible for credit note as per the value received after deducting the charges mentioned below.

**4.1.2.** Customized Touch Keypads are not eligible for return.

**Note:-** Internal **matte-finish material** in the touch panel fall under the customized category.

## 4.2. Module Size and Pricing Structure:

The following pricing structure applies based on the material type and module size.

| Module<br>Size | Acrylic        |                |                     | Glass          |                |                     | Wood<br>Cost<br>(INR) | Marble<br>Cost<br>(INR) |
|----------------|----------------|----------------|---------------------|----------------|----------------|---------------------|-----------------------|-------------------------|
|                | Standard       |                | Customized<br>(INR) | Standard       |                | Customized<br>(INR) |                       |                         |
|                | Black<br>(INR) | White<br>(INR) |                     | Black<br>(INR) | White<br>(INR) |                     |                       |                         |
| 2M             | 263            |                | 500                 | 500            |                | 700                 | 700                   | 2700                    |
| 3M/4M          | 300            |                | 525                 | 750            |                | 825                 | 850                   | 3350                    |
| 6M             | 513            |                | 725                 | 1000           |                | 1075                | 1125                  | 4450                    |
| 8M             | 563            |                | 775                 | 1100           |                | 1250                | 1275                  | 5100                    |
| 12M            | 913            |                | 1125                | 1400           |                | 1600                | 1625                  | -                       |
| 16M            | 1125           |                | 1375                | -              | -              | -                   | 1850                  | -                       |
| 18M            | 1288           |                | 1575                | -              | -              | -                   | 2050                  | -                       |

**Table 4.2.1. Module Size and Pricing Structure For Touch Panels**

| Accessories | Standard    |             | Customized(INR) |
|-------------|-------------|-------------|-----------------|
|             | Black (INR) | White (INR) |                 |
| Cat 6       | 343         |             | 686             |
| RJ 11       | 100         |             | 200             |
| RJ45        | 360         |             | 720             |
| USB         | 606         |             | 1212            |
| USB Type C  | 755         |             | 1510            |
| HDMI        | 755         |             | 1510            |
| 13A Socket  | 168         |             | 168             |
| 16A Socket  | 182         |             | 182             |
| 6A Socket   | 137         |             | 137             |

**Table 4.2.2. Pricing Structure For Touch Panel Accessories**

**Note:-**

1. These values will be deducted from the actual price of the product, and remaining will be given as a Credit Note.
2. Other than listed accessories and customized products will not be taken back.
3. Only the products listed above, in their original condition, are eligible for return. Any products outside of this will not be accepted for return.
4. A Credit Note will be generated only if the product complies with the specified return conditions.
5. Returns will be accepted within six months from the date of billing.

**5. Generation of Credit Note (CN)****5.1. Process:**

**5.1.1.** A **Credit Note** will be generated within **one week** after receiving the returned product.

**5.1.2. Important Notes:**

**5.1.2.1.** Credit Notes will **only be issued for previous sales invoices**.

**5.1.2.2.** The **Billing pricing structure** and billing terms will apply. **No discounts** will be given for sales returns.



## 6. Terms & Conditions

### 6.1. Custom Charges:

**6.1.1. Additional customization** such as text, colors, or logos are **not eligible** for credit notes.

### 6.2. Eligible Items for Credit Notes:

**6.2.1. Touch Interfaces, Back-end Devices** and other **SmartNode Eco System** products are eligible for credit notes, according to return policies.

### 6.3. No Discounts on Sales Returns:

**6.3.1.** Sales returns will be processed based on the **regular standard discount** assigned to the partner, **regardless** of whether the original order was processed with **special discounts**.

## 7. Documentation Required

**7.1.** All relevant documents, including **sales orders, invoices, and challans**, must be attached when processing returns or replacements to ensure a smooth return process.

## 8. Advance Notification for Discontinued Products

### 8.1. Process:

**8.1.1.** Smart Node will notify channel partners of **discontinued products** at least **three(3) months in advance**.

## 9. Communication Channels

**9.1.** Notifications will be sent via **email** to registered channel partners.

**9.2.** Announcements will be posted on the **official website**.

**9.3.** Direct communications will be made with **key partners** regarding product discontinuations.

## 10. Roles and Responsibilities

| Activity                             | Department             | Responsibility                               |
|--------------------------------------|------------------------|--|
| Generation of Credit Notes (CN)      | Accounts               | Issues Credit Notes for returned products    |
| Report Creation for Return Materials | Support                | Prepare detailed reports on return materials |
| Confirm Sales for Return Processing  | Warehouse / Production | Verify sales transaction before processing   |

**Table 101. Roles and Responsibilities**



## 11. Process Flow

