



Division: Retail
Stores: Lititz

Departments: Buyers
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Defective Item Processing

Buyers in Lititz are responsible for processing all defective items in Lititz.

A - LIST AND DESTROY: TRASH IT

- The buyer will initiate a defective claim without needing the product.

B - MFG RETURN PROGRAM

- Place the product on “Hold for Answer” shelf
- Buyer will Initiate defective claim and will reach out if pictures or any other information is needed. The buyer will communicate what is going to happen with these items. At that point, it will move to the “Hold for RGA” shelf. The buyer will communicate if/when they have paperwork to return the product to the vendor.

M - DIRECT MFG WARRANTY ONLY

- Notify the Department Sales Teams that this item should NOT have been returned for defective. The customer should have reached out to the Manufacturer directly. Notify Buyer if anything can be done at this point. The buyer will research and respond back.

T - TRASH ITEM: TRASH IT or CLEARANCE

- No defective claim needed

Timeline Schedule

1. If 1 week has passed for an item to be on the “Hold for Answer” shelf, follow up with the buyer/purchaser
2. If 2 weeks have passed for an item to be on the “Hold for RGA” shelf, follow up with buyer / purchaser and CC TBG manager
3. If 1 month has passed, forward the email to warehouse leadership, as well as buyer/purchaser and TBG Manager. Warehouse leadership will make a call on how to resolve the issue.

Buyer Note: It is very important to have a good defective credit tracking process to make sure these continue to flow through the process till the final credit or replacement is given! Talk to your supervisor with questions.

TRASH IT or CLEARANCE

The store manager or delegate will decide if the item can be given a CLEARANCE sku, placed on the “free cart”, or if it should be just thrown away.

- Scratched and dented items can often be placed in Clearance; however, the warranty is void (and should be noted as such in the clearance aisle) and all serial numbers should be scratched off.
- If safety concerns or liabilities issues arise, the item should be trashed. Ladders with defects are good examples of this.
- If the item is not good enough for clearance, but still has some use. Then the “free cart” might be an option. Items should go through a manager before going to the free cart. This ensures that we can't use it for Store use, in our repair shops, or other uses for the company before it goes to the employees.
- Employees should be reminded on a regular basis that these items cannot get back into public circulation, be sold at garage sale, or ever be submitted for warranty of any kind.
- We also understand that destroying items may not be understood by many and may look wasteful to some employees, so be discrete about how this process is handled.