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**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.

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## Performance

### criteria

- You must be able to:
- P1 check clearly and politely 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 explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods
  - P7 accurately check the type, quantity and condition of returned goods
  - P8 give accurate and complete information to the person who can raise a credit note or refund the payment
  - P9 promptly, accurately and fully update the stock control system
  - P10 clearly label any goods that are to be returned to the supplier or manufacturer
  - P11 move returned goods to the correct place and position
  - P12 separate unsalable goods from sales stock

## 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 persons 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

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**Scope/range**

**1. Relevant persons include:**

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

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**Additional information**

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

**Glossary**

**Customers**

These are defined as internal and external customers.

**Parts**

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

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