From time to time some damage to packaging and product is unavoidable. Damage that can be repaired, or in extreme cases, returned for a credit from either the manufacturer or the warehouse. The following guidelines are here for your consideration.

1. Torn food bags that are repairable should be taped up carefully so you can hardly tell it has been repaired and sold at a regular price.
2. Bags with larger, more obvious rips can be taped up carefully so they look presentable and offered at anywhere from regular price, to a maximum or 10% depending on taping ability.
3. Items that re not food items can be discounted if the damage is not great. For example, a ball that doesn’t squeak could be sold a discount at the discretion of the store manager and area supervisor. All products where the damage affects the basic function, must be handed into the BRT distributing manager with a loss and damage form.

**Customer returns**

For each item there must be an original showing manufacturing date, UPC code, bag weight, customer name and address, telephone number and the reason for return. All information must be written down and handed in to the BRT Distributing manager.

Signed:

Name (print) Title Signature Date

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