

QUALITAIL RETURN & REPLACEMENT POLICY

Last Updated: 01 August 2026

This Return & Replacement Policy forms an integral part of the **Qualitail Retailer Buying Terms & Conditions** and applies to all Products purchased through the Qualitail Platform.

1. Purpose

This Policy explains the conditions under which Products purchased through the Qualitail Platform may be returned, replaced, exchanged or credited.

Return eligibility may vary depending upon the Product category, participating manufacturer, applicable commercial programme and specific order terms.

2. Eligible Returns

Subject to this Policy and any Product-specific conditions communicated on the Platform, a Retailer may request return, replacement or credit for Products in any of the following situations:

- eligible unsold stock;
- incorrect Product delivered;
- damaged Product received during delivery;
- manufacturer-approved product recall;
- manufacturing defects; or
- any other return programme specifically approved by Qualitail or the participating manufacturer.

3. Unsold Stock

Where a Product is covered under an approved stock protection or return programme, eligible unsold Products may be returned in accordance with the applicable commercial terms.

Eligibility shall depend upon:

- remaining shelf life;
- product condition;
- original packaging;
- manufacturer guidelines;
- applicable return window; and
- compliance with any campaign-specific or Product-specific requirements.

Not all Products are eligible for unsold stock returns.

Return eligibility shall be displayed on the Platform or communicated at the time of purchase.

4. Products Not Eligible for Return

The following Products are generally not eligible for return, replacement or credit unless otherwise approved by Qualitail:

- Products damaged due to improper storage;

- tampered Products;
- opened Products where opening affects resale;
- Products with missing labels, batch details or identification markings;
- Products that have expired due to Retailer negligence;
- Products damaged after delivery;
- Products not purchased through the Qualitail Platform.

5. Return Request Process

Return requests shall be submitted through the Platform or other designated support channels within the applicable return period.

The Retailer may be required to provide:

- invoice details;
- Product photographs;
- batch numbers;
- quantity details;
- reason for return; and
- any additional information reasonably requested by Qualitail.

Submission of a return request does not automatically constitute approval.

6. Inspection & Verification

Qualitail and/or the participating manufacturer may inspect returned Products before approving replacement, exchange or credit.

Inspection may be carried out physically, digitally or through authorised representatives.

Return requests may be approved, partially approved or rejected based upon inspection findings.

7. Replacement, Exchange or Credit

Where a return request is approved, Qualitail may, depending upon the applicable commercial arrangement:

- replace the Product;
- exchange the Product;
- issue a credit adjustment;
- issue a credit note; or
- provide any other commercially agreed resolution.

The applicable resolution shall be determined based on the Product category, manufacturer policy and commercial programme.

8. Product Recall

Where a participating manufacturer announces a product recall, Qualitail may coordinate the collection, replacement or other appropriate action in accordance with the manufacturer's recall programme.

Retailers shall cooperate with any recall instructions issued through the Platform.

9. Replacement Timeline

Approved replacement, exchange or credit requests shall be processed within a commercially reasonable period, subject to Product availability, manufacturer approval and logistics arrangements.

Qualitail shall endeavour to keep the Retailer informed regarding the status of the request.

10. Fraud Prevention

Qualitail reserves the right to reject any return request where it reasonably believes that:

- false information has been submitted;
- Products have been substituted;
- misuse of the return process has occurred;
- repeated abnormal return patterns are identified; or
- any fraudulent activity is suspected.

Qualitail may suspend return privileges or take appropriate action under the Retailer Buying Terms & Conditions.

11. Changes to this Policy

Qualitail may revise this Policy from time to time.

The latest version published on the Platform shall apply to future transactions.

12. Contact Us

For assistance relating to returns, replacements or product recalls, Retailers may contact Qualitail through the customer support channels available on the Platform.