



# **M.A.T.E.S**

**Material for Advancement in  
Training for Excellence in Sales**

## **TOYMATE REFUND AND EXCHANGE POLICY**

### **OVERVIEW**

The information contained in this Policy is designed to give you the knowledge required to confidently manage refunds and exchanges in your store. It is very important that you take the time to familiarise yourself with this policy. Clear reasons are outlined in this manual for understanding and ensuring our policies and procedures are adhered to at all times. It is not only important for you to be able to understand these policies, but to also realise the consequences to the business if our best practices are not followed as outlined in this manual.

Any breach of company policy is investigated and there are harsh penalties which may include termination of employment for any person who fails to adhere to these Policies. Our Policies are non-negotiable.

Following the Policies set out in this manual will ensure that all staff are working within guidelines as set out by the business.

### **IN THIS POLICY**

- 1. Purpose**
- 2. Commencement of the policy**
- 3. Application of the policy**
- 4. Refunds and Exchanges**
- 5. Advertised Refund and Exchange Policy**
- 6. Standard, Exchange, Blind, Faulty Returns**
- 7. Reporting Refunds and Exchanges (This Process TBA)**
- 8. Auditing Refunds and Exchanges**

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## 9. Refund fraud

### REFUND AND EXCHANGE POLICY

#### 1. PURPOSE

- 1.1 This Policy outlines the conditions and obligations of Toymate's ('TOYMATE') employees' with regards to Refund and Exchanges at Toymate.
- 1.2 This Policy, where relevant, operates in conjunction with an employee's contract of employment.

#### 2. COMMENCEMENT OF THE POLICY

- 2.1 This Policy will commence from 11/7/2020. It replaces all other leave policies of Toymate ('Toymate') which deal relating to Refund and Exchanges.

#### 3. APPLICATION OF THE POLICY

- 3.1 This Policy applies to employees (including temporary employees) of Toymate who take receipt of refund and exchanges.
- 3.2 This Policy does not form part of any employee's contract of employment. The Policy is not intended to override the terms of any award, enterprise agreement or contract that applies to an employee.

#### 4. REFUNDS AND EXCHANGES

- 4.1 As retailers we must have a basic understanding of the consumer refunds and exchanges laws.
- 4.2 As retailers we have obligations, we need to meet in ensuring we comply with current laws and that we provide an overall high-quality level of service to our customers. Part of this service involves managing refunds and exchanges and having the knowledge to be able to accurately manage each refund and exchange to achieve a positive outcome for the business and customer.
- 4.3 At Toymate we must always ensure that any item being refunded or exchanged is in accordance with our refund/exchange policy.
- 4.4 A refund is when a customer returns an item previously purchased from one of our stores. Generally, within 14 days of the purchase date. The item must be in re-sellable condition and in original packaging which is not damaged and must have a valid purchase receipt with it. If the item is within our refund policy guidelines we will refund or exchange the item.
- 4.5 Store Managers can use some reasonable discretion when it comes to refunds and exchanges. Taking each refund and exchange as case by case. An example of this may be a refund just over the 14 days since purchase. The manager uses his/her discretion to complete a refund or issue a credit voucher.

#### 5. OUR ADVERTISED REFUND AND EXCHANGE POLICY

- 5.1 Our refund and Exchange Policy advertised to customers online and in store is a brief snapshot of this policy document. This policy document is not for public view and is solely for Toymate employees to view.
- 5.2 The advertised Policy reads:

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If you are unhappy with your purchase, you can exchange any full priced product within 14 days of purchase, provided it is unopened and in perfect condition by returning it to one of our stores. Valid proof of purchase is required.

Please choose carefully on all dress up costumes as we **DO NOT** refund or exchange these due to health and hygiene reasons.

If you experience problems with your toy then please contact customer service at [customerservice@toymate.com.au](mailto:customerservice@toymate.com.au) or call 1300 899 764. Alternatively enquire with one of our lovely staff in store who will be able to assist you.

## REFUNDS

We will replace or refund any faulty products. Please return to store with valid proof of purchase.

Personal details will need to be provided to obtain an exchange or refund

### 6. STANDARD, EXCHANGE, BLIND, FAULTY REFUNDS

6.1 Standard, exchange, blind and faulty returns are all returns which all Toymate team members must become familiar with. The refund and exchange process in point 4 details the process for each one. Use the steps in point 4 as a guide when dealing with refunds and exchanges. There have been a number of changes to the Toymate refund and exchange process.

- Exchanges for instance we now Process a Refund to a credit voucher as specified in the process below and issue a Credit Voucher to the customer.
- Scan the item(s) the customer wants to exchange for and use the Credit Voucher just issued to purchase the item(s).

### 7. REFUND/EXCHANGE PROCESS

7.1 This process is for all refunds from any Toymate store

### 7. MISUSE OF THE STAFF DISCOUNT POLICY

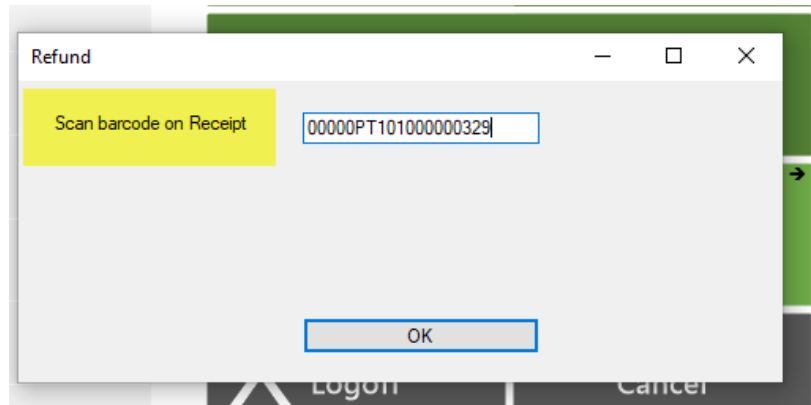
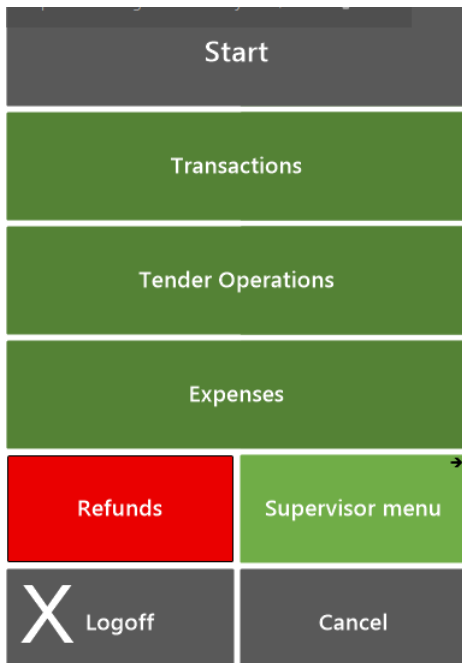
7.1 It is important to ensure that all employees are keeping within the guidelines set out in this Policy. Cashiers failing to scan all the employee's items for purchase or giving discounts above what is specified in this Policy or any breach of the staff discount Policy may result in the termination of employment for the employee's involved. An order number is created for each store.

### 7.2 STANDARD RETURN:

➤ **Click Refund**

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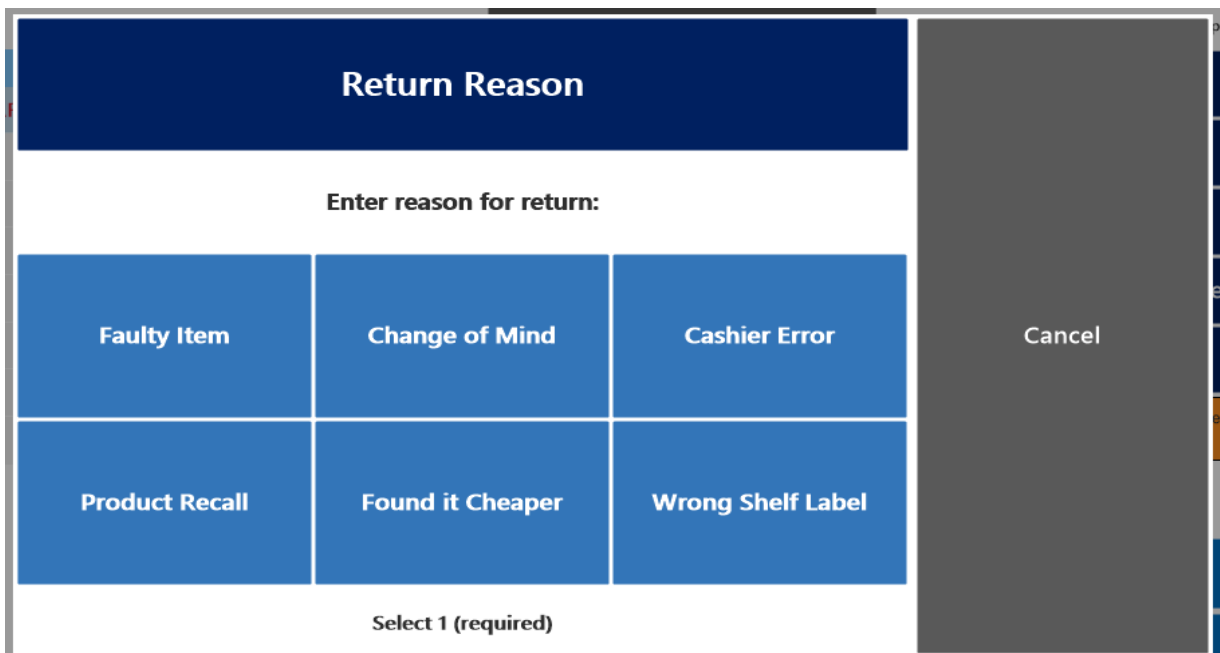
➤ **Scan the Customer receipt barcode**



➤ **Click on the item to be refund, it will go blue.**



- **Click Select or Select All to select one or all items to be refund**
- **Click on Process Return (if there were multiple items select the item(s) that are going to be returned)**
- **Select a Return reason**





- Click Total
- Choose a tender i.e. Cash, Card or Zip Pay or issue a Credit Voucher
- Ensure we pay the customer back the same way they paid originally.
- Process the faulty item procedure if applicable

#### EXCHANGE A PRODUCT

- Process Refund as above to issue a Credit Voucher.
- Scan the item(s) Customer wants to exchange for and use the Credit Voucher just issued to purchase the item(s).

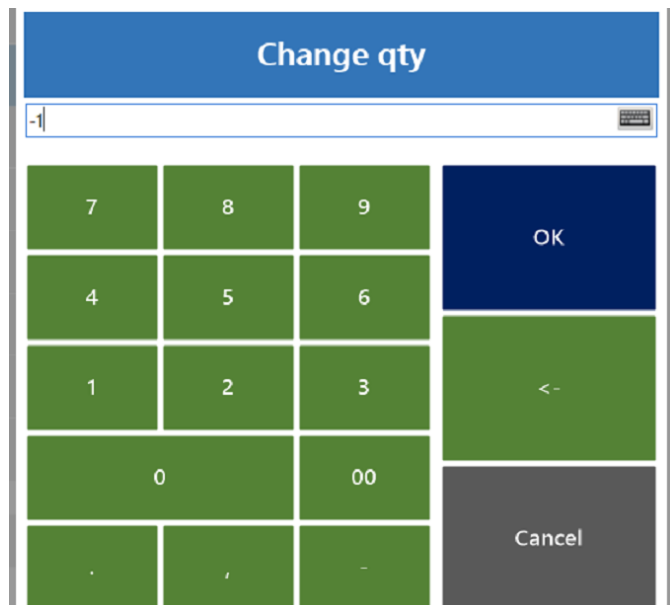
#### BLIND RETURN:

A blind return is where a customer comes in to return an item/s but doesn't have a receipt

Only Credit Vouchers will be used for this situation.

- Scan the item to be return
- Click Change QTY
- Enter minus (-) the Qty to be return - This line will be in red
- Select a Return Reason
- Repeat this process for each item to be returned

#### Operations





Description	Qty	Price	Disc%	Am...
ACTIVITY PADS BARBIE	-1	\$5.00	20	-4.00
LEGO 60041 CROOK P...	-1	\$10.00	20	-8.00

Manager Login

Supervisor menu

Void line

Void all

Total

Then go total and finalise the transaction.

- Click on Total and choose a Tender Type
- Blind Refunds must only be issued a Credit Voucher
- In case of Exchange – Use this Credit Voucher to purchase the swapped item(s)

**FAULTY RETURN:**

Do a Standard Return ensuring we pay the customer back the same way they paid originally?

As soon as possible fill in your faulty return form.

**8. REPORTING OF REFUNDS AND EXCHANGES (THIS PROCESS TBA)**

8.1 All refunds and exchanges must be accurately recorded through POS. When processing refunds and exchanges a pop-up screen will appear whereby the cashier must enter the customers name and contact number accurately and in full. This eliminates the need to enter refunds into the current spreadsheet as refunds will instantaneously be available to Loss Prevention along with relevant data enabling faster detection of refund fraud.

**9. AUDITING REFUNDS AND EXCHANGES**

9.1 Loss Prevention audit all refunds and exchanges in the business. All refunds and exchanges can be accessed by Loss Prevention remotely as they occur. Store Managers must ensure that all refunds are checked on a daily basis and stock sighted. It is the Managers responsibility to ensure all cashiers are in compliance with the refund Policy.

9.2 Fraudulent refunds and Exchanges are a criminal offence. Refund and exchange fraud have affected retail business for many years and will continue to do so. Advances in technology has made it easier for retailers to detect refund and exchange fraud and eradicate it quickly.

9.3 Toymate have a zero tolerance to this behaviour and will investigate and legally pursue any person involved in this behaviour and bring them before the courts. Toymate may also at times exercise there right to sue the offender.

**10. REFUND FRAUD**



- 10.1 Whether it be customers taking an item off display and proceeding to the register for a refund/exchange or internal fraud its all criminal. All Toymate stores have CCTV systems which all managers must know how to use. In the event a suspicious person enters your store for a refund the Manager could check the CCTV footage to see if that person actually entered the store with the item they are attempting to refund. There are many ways people fraudulently refund stock. The best way to overcome this is to follow correct processes and policy, report suspicious behaviour to Loss Prevention and do not accept anyone trying to steal from your business.
- 10.2 All suspicious behaviour should be reported to Loss Prevention or anonymously to the Let's Be Honest hotline [letsbehonest@toymate.com.au](mailto:letsbehonest@toymate.com.au).