



RETURN OF GOODS SOLD POLICY

Code	JMS/POL/ SCS/03	
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Effective Date	15/12/2025	
Created by	Title	Director Supply Chain Services
	Signature & Date	<i>[Signature]</i> 11/12/2025
Reviewed By	Title	Manager Quality Assurance
	Signature & Date	<i>[Signature]</i> 01/12/2025
	Title	Director Biomedical Engineering
	Signature & Date	<i>[Signature]</i> 02/12/2025
Approved By	Title	Executive Director
	Signature & Date	<i>[Signature]</i> 02/12/25
	Title	Chairman, Board of Directors
	Signature & Date	<i>[Signature]</i> 03/12/25
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1. Scope:

This Policy applies to all regular commodities returned to Joint Medical Store Head office and branches for exchange and/or refund. This policy does not apply to third-party projects

Definitions

Return: A product or commodity that is sent back through the supply chain from a customer, health facility, or distributor to the supplier, warehouse, or manufacturer due to reasons such as expiry, damage or recall.

Policy statement

The purpose of this policy is to define the return principles to be considered at the time when customers return purchased goods, define the responsibility of the employees who handle returns and to mitigate commercial and quality risks associated with the return of medical supplies

2. Aims of the policy:

- i) To set the return principles to be considered at the time when customers require returning purchased goods.
- ii) To clearly define the responsibility of the employees who handle returns.
- iii) To mitigate commercial and quality risks associated with the return of medical supplies

3. Approvals and authority

The following approvals shall be needed during the return process to mitigate both commercial and quality risks

Approval	Initiator	Terms	Approver	Intention
Request to return the item.	Customer	Within 5 days of receipt of commodities from JMS	Manager Customer Solutions, Branch Head/Manager	Minimize risks associated with uncontrolled returns
Return back to sellable stock	Warehouse officer	Must meet quality requirements. 2 days from physical return to complete the return procedure	Quality assurance officer	Minimize risks associated with deterioration in quality
Special approvals	Customer Relations Officer	Where terms of approval are not catered for in policy or are not in line with the requirements of policy	Director Supply Chain Services – commercial decisions Manager Quality Assurance – Quality Related Decisions	For exceptional cases handled on a case-by-case basis

4. General Principles:

- 4.1. Customers may return products for full refund at purchase price, credit note or replacement.
- 4.2. The customer who intends to return products shall initiate the return process by expressing their intension to return not more than 5 days from the date of physical receipt of the products subject to approval by Manager Customer Solutions or branch heads.

- 4.3. The intention to return from customers shall be raised by the person responsible for confirming orders with JMS. A justifiable reason for return shall accompany the intention to return. Errors made by JMS shall be considered an acceptable reason for return.
- 4.4. Once pre-approved, returns shall be only accepted if physically received at JMS not more than 30 days from the date of receipt of the consignment from JMS.
- 4.5. Quality assurance Officer shall ensure at receipt that the products are intact, originated from JMS, and fit for resale.
- 4.6. JMS reserves the right to limit or decline returns or exchanges regardless of whether a customer has a receipt.
- 4.7. The decision to accept an item back into stock shall be based on the product inspection report from the Quality Assurance Officer
- 4.8. All returns must be accompanied by a copy of the tax invoice and sales delivery note as proof of purchase from JMS.
- 4.9. No Return of cold chain items shall be accepted except where the cause of return is by JMS staff
- 4.10. Items returned in an unsaleable state, the cost should be borne by the responsible staff.
- 4.11. Such items will be destroyed, and the cost will be borne by the staff responsible for the return.
- 4.12. All sales of equipment are final except if there was a manufacturer's error or if the equipment was under warranty and the manufacturer was willing to replace. Such equipment can be exchanged or repaired by JMS as authorized by the Manager Customer Solutions.
- 4.13. Returns for special-order items with signed-off specifications will not be accepted unless they do not meet the signed-off technical specifications.
- 4.14. Return of items that are damaged due to user error or misuse shall not be accepted. The BME-QA shall ensure that the equipment leaves JMS in good condition, undamaged. Damages during transit shall be the responsibility of the transporters.
- 4.15. Equipment that fails to work upon installation shall be immediately returned to JMS, and the manufacturer engaged by BME-QA shall be immediately

5. Variations:

The line managers shall evaluate each case and recommend whether to receive the return or not. The approval of the recommendation to deviate from the above principles shall be made by the Director Supply Chain Services.

Revision History

Date	Version No	Section revised	Reason for revision
01/02/2019	001	N/A	New Policy
01/02/2024	002	General requirements	Provision for return of special orders revised.
14/09/2025	003	Title page	Change of directorate name and personnel

