

## **2 entertain Video Limited Returns Policy**

This policy sets out the procedure through which 2 entertain Video Limited (the “Company”) will accept returns. Amendments made to this policy from time to time will be posted on the Company’s website at <http://www.2entertain.co.uk> under ‘Returns Policy’.

This policy covers any returns to either 2e Video or Demon Music.

All returns have to be pre-authorized by either the Customer’s Account Manager (“AM”) at 2e or Demon or in the case of Sent in Error and Faulty returns by our Distributor Sony DADC at Enfield

Listed below are the four types of returns allowed along with the process for arranging their return and credit.

Customers may make requests for the following types of return:

- (i) Returns within a customer’s agreed Privilege Returns Allowance
- (ii) Goods purchased on a Sale or Return (“SOR”) basis
- (iii) Sent in Error items
- (iv) Faulty goods

### **Privilege and SOR Returns**

Customers must submit all returns requests to their “AM” for authorisation, and each request must contain the following information:

- (i) customer name
- (ii) customer reference
- (iii) return reason for each returned product (Privilege or SOR)
- (v) catalogue number(s)
- (vi) number of units for each title

Any requests for Privilege Returns must be made within 30 days of the end of the calendar quarter to which it relates.

Any unused Privilege Returns allowance cannot be carried over to a subsequent quarter.

Any requests for “SOR” returns must be made within the agreed timelines when the deal was agreed.

The “AM” will check the request for returns and confirm its eligibility for return and advise the Customer of any rejected or excess items which cannot be returned.

Please note Deleted product is only eligible for return for 3 months after its deletion date

The “AM” will then pass the request to Sony who will raise the paperwork and send it to the Customer

A Returns Authorisation (“RA”) will be generated, in duplicate, for all authorised requests and sent to the customer. Each RA is valid for sixty (60) days and any product so authorised must be returned within that period in order to qualify for acceptance by the Company.

Once the Customer has assembled the returns and completed the RA paperwork they should be returned to the address on the Sony RA.

No goods should be returned to our Foley Street address.

The risk in any returned goods remains with the customer until acceptance of such goods by the Company.

On receipt of the goods Sony will check the returned items against the paperwork.

Any returns which are not listed on the RA or in excess of the authorised amount(s) will be credited at nil value, and will be disposed of by the Company, or its agents, with no further liability to the Customer.

Sony will then raise a Credit Note for the Customer quoting the RA Number as a reference

All goods returned will be credited at the last supplied invoice price on a last unit out first unit back basis.

### **Sent in Error Returns**

If a Customer receives any goods that have been sent to them in error then they must apply for a RA for those goods within 7 days of receipt of the items.

The Customer should either call Sony Customer Service on 0870 241 5160 or email them at [enfield.returns@sonydadc.com](mailto:enfield.returns@sonydadc.com) with the following information:

- (i) Customer name and Account Number
- (ii) Date and Sony Delivery Note Number on which the sent in error goods were received
- (iii) Catalogue Number and Quantity of the item ordered
- (iv) Catalogue Number and Quantity of the item received

Sony will then raise the RA paperwork for the return and post it to the Customer along with a pre-paid label to allow the Customer to return the goods to them free of charge

Once the Customer has assembled the returns and completed the RA paperwork they should be returned to the address on the Sony RA.

The risk in any returned goods remains with the customer until acceptance of such goods by the Company.

On receipt of the goods Sony will check the returned items against the paperwork.

Any returns which are not listed on the RA or in excess of the authorised amount(s) will be credited at nil value, and will be disposed of by the Company, or its agents, with no further liability to the Customer.

Sony will then raise a Credit Note for the Customer quoting the RA Number as a reference

All goods returned will be credited at the supplied invoice price

The Customer should reorder the lines required but not supplied

### **Faulty Product**

If any of the goods supplied from the Company are found to be faulty then Customers should apply for an RA to return them for credit

The Customer should either call Sony Customer Service on 0870 241 5160 or email them at [enfield.returns@sonydadc.com](mailto:enfield.returns@sonydadc.com) with the following information:

- (i) Customer name and Account Number
- (ii) Catalogue Number and Quantity of the faulty items

NB Each item returned as faulty must have a sticker or note attached to the product detailing the fault to allow us to check the goods.

In relation to any faulty returned product which the Company verifies as faulty, the Company will at the election of the customer either (i) credit to the customer the actual sum paid for any faulty product or (ii) replace the faulty product. Customers are not entitled to any other remedy in this regard.

Sony will then raise the RA paperwork for the return and post it to the Customer along with a pre-paid label to allow the Customer to return the goods to them free of charge

Once the Customer has assembled the returns and completed the RA paperwork they should be returned to the address on the Sony RA.

The risk in any returned goods remains with the customer until acceptance of such goods by the Company.

On receipt of the goods Sony will check the returned items against the paperwork.

Any returns which are not listed on the RA or in excess of the authorised amount(s) will be credited at nil value, and will be disposed of by the Company, or its agents, with no further liability to the Customer.

Sony will then raise a Credit Note for the Customer quoting the RA Number as a reference

All goods returned will be credited at the last supplied invoice price on a last unit out first unit back basis