In 2019 Sharp Electronics Corporation had to make many exceptions to our dealer return policy due to the following reasons:

- Claims submitted outside of the 15 day concealed returns policy.
- Damaged claims submitted without signing the POD/BOL as "Damaged".
- Shortage claims submitted without signing the POD/BOL as "Short".

The exceptions above are made to ensure overall customer satisfacton, however they limit Sharp's capbility of filing claims to recover losses. Additionally, exception communication and approvals take time, which in turn delays the processing of credits to our valued dealer partners. The purpose of this document is to clarify guidelines on reporting damages and/or shortages so that our dealers can receive credits in a more timely manner. In an attempt to improve customer overall satisfaction all dealers will be required to follow the below guidelines, regarding damages and/or shortages, as of June 1st, 2020.

Guidelines:

When dealers receive a shipment they are expected to ask the following questions:

- Q: Is my carton damaged?
  - Any/All imperfections to the carton is considered carton damaged. [Click here for examples of carton damage.](#) **
- Q: If I notice "carton damage," what do I do?
  - Sign POD as "DAMAGED," prior to the carriers departure.
  - Do not refuse freight unless material or carton damage is severe.
  - Take photos of all five sides of the carton.
  - Inspect material for any concealed damage.
- Q: In the event of damaged, to the material, what should I do?
  - Take photos of the material damage.
  - Dealer must initiate an ASM query by emailing SCMSreturns@techdata.com or calling 800-453-5945 option 2, **within 15 days of delivery** *(Date of Delivery is Day 1)*, providing the following information:
    - Pictures of all five sides of the carton
    - Pictures of product damage
    - Order Number, Invoice Number, and Damaged Material Number
- Q: What is Sharp's Return Policy?
  - All returns for orders placed through the Sharp Alliance Portal should be requested of Tech Data by contacting Tech Data Customer Care at 800-453-5945, option 2. Your Tech Data Customer Care Representative will provide you with return shipping instructions once your return has been authorized. Please have the following information ready and available:
    - Order or invoice number
    - Part number and quantity
  - For orders placed through Sharp directly please contact Sharp Customer Support Team at SharpCustomerSupport@sharpsec.com.

***Hyper-link works best with the usage of Google Chrome or Mozilla Firefox.**

In the event of potential shortage:

- Q: I have received my shipment, what do I do?
  - o Check the packing slip and ensure all materials on the packing slip are accounted for.
- Q: There is a material missing from the shipment, what do I do?
  - o Sign the POD/BOL as "SHORT," prior to the carriers departure.
    - ▪ *In the event that all materials are not recieved on the first delivery attempt, or there is a split shipment, your dealership is still expected to sign the POD/BOL as "SHORT".*
  - o Intiate an ASM query by contacting TDCC at SCMSreturns@techdata.com.
- Q: How will I be credited back for my missing items?
  - o Missing items will be credited back upon the completion of a cycle count.

In the event an item not ordered arrives:

- Q: I have received an item that I did not order, what do I do?
  - o Please engage with TDCC by emailing SCMSreturns@techdata.com providing the following information:
    - ▪ Part Number and Quantity of item received
    - ▪ Identify if you would like to return the product, keep it and be billed for it.

In the event an item not ordered arrives and something is missing:

- Q: I have received an item not ordered and something is missing from my order, what do I do?
  - o Please engage with TDCC by emailing SCMSreturns@techdata.com providing the following information:
    - ▪ Part Number and Quantity of item received
    - ▪ Identify if you would like to return the product, keep it and be billed for it.
- Q: How will I be credited back for my missing items?
  - o Missing items will be credited back upon the completion of a cycle count. This process can take up to 30 days from first contact to TDCC.