TCPL/02/2025-26

To,

All Distributors/Dealers/ Field Staffs,

West Bengal

Date: 06/07/2025

Sub: **DAMAGE POLICIES**

Dear All,

We would like to inform you about **SEF Damage Policies** with immediate effect. The details are as follows:

1. Only **manufacturing defect** products with in warranty periods will be entertained.
2. Any breakage/ mishandling products will not be accepted as defective & the same will be rejected.
3. Any saleable/ sealed product will not consider as defective & the same will be returned back to respective parties.
4. A copy of defective list & nature of defects need to send with the materials & the same will be checked with our manpower for finalization. Any non defective material will be send back.
5. Any old stocks in terms of blister/boxes damage cannot be considered as defective stocks.
6. After verifying all defective stocks for our end will be considered for credit note or product replacements as applicable.

Thank you,

Regards,

(Santanu Batabyal – Sales Manager)

Cc: Mr. Sumit Ghosh – M.D