

**DEMO PROCESS**  
**Wef- 01-April-2016**

**Process for Requesting Products for Demo**

Requester to send the Demo requisition form duly filled, or alternately if the Requester is on the field & he cannot fill the form he can make an e-mail request with the following details after Line Managers Approval to the Logistics Department.

- Requester
- Returnable / Non-returnable
- Date / Period of return
- Reason for Demo.

All Demo Requests are to be approved (including Mail Approval) by the concerned RSM. In case of Non returnable Demo Products, they would require RSM / COO approval, along with justifiable reasons.

All Products taken for Demo are to be returned back within the stipulated date of return mentioned on the Demo Requisition Form.

Demo Products can be retained for a Maximum period of 45 Days, from the date of Issue.

**Process for Return of Pending Demo Products**

- Warehouse shall send a Reminder mail for the Return of Demo Products, 1 week prior to the date of Return mentioned on the Requisition Form.
- The Requester has to respond within a week from the date of the Mail to the Warehouse, confirming return or extension required with a reason & the new date of Return, within the maximum period allowed, with intimation to his RSM.
- In case, there is no response, towards the reminder mail an escalation mail goes to the concerned RSM.
- Monthly pending Demo material list shall be sent to all requesters by 10<sup>th</sup> of the Month, with a cc to their respective RSM.
- For Demo products pending for > 60 days, a final reminder mail shall be sent, with 30 days notice for Return of Products.

- In the absence of a Revert/Response, post 90 days an intimation mail to the Requester & cc to the RSM, HR , COO & Finance shall be sent indicating Amount for deduction from the Salary.
- On Approval of the COO, details shall be sent to Pay roll for deductions.

Once Deducted under no circumstance will the same be reversed, as the amount would be adjusted in the books of accounts, against the Material lost & would be flushed of from the system on a permanent Basis.

It will be the responsibility of the Requester to ensure return of the Demo Products in Good Condition (properly packed) with all accessories.

For Products received without accessories, packing, equivalent amount shall be deducted.

In case products are received in damaged condition, amount shall be debited to the Requester, to the extent of the damage.

In case an Employee Resigns, the products need to be returned back to the Warehouse. If no confirmation is received, the same shall be debited during the FNF settlement.

Employee, who has requested the Demo, cannot give a reason, it is handed over to a third sales person,). If that is the case there has to be an acknowledgement mail, from the concerned person receiving the Demo from the person who has earlier used the Demo. All Liability of the Demo is transferred to the new person. Any damage or mis-use would be the responsibility of the new person using the DEMO.

Subsequent the pending Demo list sent by logistics would reflect the name of the person who is in-charge of the demo.

The New person who has the Demo, at no point can say, it was mis-used by the earlier employee. He needs to escalate the same at the time of accepting the DEMO, from the existing Employee.

The Process of follow-up for return shall be put into action on the New person holding the Products.