

DOCUMENT DESCRIPTION: "ABANDONED PRODUCT" POLICY

DOCUMENT DATE: MAY 2022

Contents

1. POLICY	2
2. SCOPE OF THE APPLICATION	3
3. "PRODUCT ABANDONMENT" PROCEDURE	3
4. OTHER CONSIDERATIONS	4

1. POLICY

DAB PUMPS (DAB WATER PUMPS SOUTH AFRICA) strives to offer customers the best service possible by making considerable efforts and investments in our Policies, Procedures, and Processes to improve our Management Systems and our customers' experience. Abandoned customer goods, with specific reference to products, brought in for repairs, from this point referred to as "Abandoned Products", have become an increasing problem for DAB PUMPS, and one that cannot be entertained by a water movement product supplier and development organisation. DAB PUMPS has implemented this "Abandoned Product" Policy to highlight the steps we will take should customer products be abandoned on our sites.

DEFINITION

Our "Abandoned Product" Policy means if a customer's product e.g. a pump is brought to one of our Workshops for repair, and is "abandoned" by the customer for a period of 40 (forty) days (from the date DAB PUMPS issues a quotation), DAB PUMPS will recycle, or otherwise dispose of or sell the item as a loss recovery measure, to recover the cost of repairs carried out, labour time already spent on the equipment, and storage costs. "Abandoned" in this instance means that DAB PUMPS will make every reasonable best effort to contact the customer by telephone, letter, and email (where such methods of contact are available) during the 40 (forty) day period, and if after this time, we have received no response from the customer regarding the item we will implement this "Abandoned Product" Policy and Procedure. Adequate information regarding this Policy will be made available for our customers and a copy can be viewed or requested at any time.

2. SCOPE OF THE APPLICATION

This policy applies to all DAB PUMP customers, and other providers and persons who are contractually obligated by DAM PUMPS to comply with this policy.

3. "PRODUCT ABANDONMENT" PROCEDURE

DAB PUMPS hereby makes the following policy statements and agrees that before DAB PUMPS will dispose of/sell the "Abandoned Product", it will:

- 4.1 Send the owner of the product(s) written notice of their obligation to collect the product(s), which notification shall include the following information:
 - 4.1.1 Details of where the product(s) are to be collected and the address at which they are held;
 - 4.1.2 DAB PUMPS SA head office address and contact details;
 - 4.1.3 Details of any amount of money owing in respect of the goods at the time which the notice is sent, which shall include, but is not limited to, repair charges and storage fees, if applicable.
- 4.2 The aforementioned notice will be considered delivered to the owner of the product(s), if this notice is delivered directly to the owner, left at the owner's chosen address, or electronically sent to the owner's chosen e-mail address.
- 4.3 In the event that the aforementioned notice does not result in the collection of the owner's product(s), DAB PUMPS shall issue a final notification, which shall note its intention to dispose of/sell the product(s) if it remains uncollected, and the date of the intended disposal/sale.
- 4.4 It is deemed acceptable and reasonable by DAB PUMPS for both of the aforementioned notices to be delivered to the owner at the same time.
- 4.5 The owner of the product(s) shall be given notice at least 10 (ten) days before the expiration of the 40 days as mentioned above to collect the product(s) and settle its account.
- 4.6 Should the owner not collect their product(s) before the stipulated date, which shall be communicated to the owner, DAB PUMPS will be permitted to dispose sell the product(s) in question.

4. OTHER CONSIDERATIONS

- 5.1 DAB PUMPS's main objective of disposing/selling "Abandoned Product" is to recover the costs incurred by the Company (such as labour, materials, advertising costs for the sale, storage costs, etc.)
- 5.2 If for any reason DAB PUMPS is unable to contact the previous owner, the funds from the sale will be held for a period of 6 (six) months, after which time the previous owner's claim for any proceeds from the sale, will have prescribed.

This Policy wishes to ensure clear lines of communication with our customers, and we appreciate their understanding and cooperation.

Policy agreed to by the management of DAB PUMPS SA (PTY) LTD on the _18th_ Day of May____2022

SIGNED:

