

Damaged Equipment Charging Procedure

Company: Besceau (Beck & Scott (Services) LTD)

Policy Owner: Management

1. Purpose

The purpose of this procedure is to ensure that all company-owned equipment supplied to customers, employees, contractors, or third parties is returned in an acceptable condition and that fair charges are applied where equipment is damaged due to misuse, negligence, loss, or deliberate damage.

This procedure helps protect company assets and ensures consistency when assessing and recovering costs associated with damaged equipment.

2. Scope

This procedure applies to all company-owned equipment including, but not limited to:

- Water coolers
- Plumbed-in (POU) coolers
- Bottles and bottle covers
- Stillages
- Bottle stands
- Cups dispensers
- Accessories and fittings
- Company vehicles or delivery equipment
- Loan or trial equipment

This procedure applies to all customers, employees, contractors, and temporary users of company equipment.

3. Responsibilities

Management

Management are responsible for:

- Ensuring this procedure is implemented fairly and consistently
- Approving charging rates
- Reviewing disputes or appeals
- Maintaining equipment replacement cost records

Drivers / Engineers / Warehouse Staff

Staff are responsible for:

- Reporting damaged equipment immediately
- Recording damage accurately
- Taking photographs where possible
- Returning damaged equipment to the depot where required

Customers / Equipment Users

Customers and users are responsible for:

- Taking reasonable care of company equipment
- Reporting damage promptly
- Allowing access for inspection or collection
- Paying reasonable charges where damage falls outside fair wear and tear

4. Fair Wear and Tear

Normal wear and tear is expected through regular use and will not normally result in a charge.

Examples of fair wear and tear may include:

- Minor cosmetic scratches

- Light scuff marks
 - General ageing of equipment
 - Minor fading or discolouration
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5. Chargeable Damage

Charges may apply where damage results from:

- Negligence
- Misuse
- Deliberate damage
- Improper storage
- Unauthorised repairs or modifications
- Failure to protect equipment from avoidable damage
- Loss or theft where reasonable care was not taken

Examples include:

- Cracked or broken cooler casing
 - Damaged taps or internal components
 - Missing equipment
 - Severely dented stillages
 - Burn marks or chemical damage
 - Equipment contaminated beyond safe cleaning
 - Broken bottle handles due to misuse
 - Missing bottle covers or accessories
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6. Inspection Procedure

6.1 Collection or Return Inspection

When equipment is collected or returned:

1. Equipment must be visually inspected by staff.
2. Any damage must be recorded.
3. Photographs should be taken where practical.
4. The condition should be compared against previous records where available.

6.2 Damage Assessment

Management will determine:

- Whether damage exceeds fair wear and tear
- Whether repair or replacement is required
- The associated cost

7. Charging Process

7.1 Repair Charges

Where equipment can be repaired, the customer or responsible party may be charged:

- Cost of parts
- Labour costs
- Transport or collection costs where applicable

7.2 Replacement Charges

Where equipment is beyond economical repair or missing, replacement charges may apply based on:

- Current replacement cost
- Age and condition of equipment
- Any deposit already held

7.3 Deposits

Any deposit held may be offset against outstanding damage charges.

If the deposit does not cover the full amount, an invoice may be issued for the remaining balance.

8. Notification of Charges

Where charges apply:

1. The customer or responsible party will be notified in writing.
2. Details of the damage and associated costs will be provided.
3. Supporting photographs may be included where appropriate.
4. Payment terms will follow standard company payment terms.

9. Disputes and Appeals

Any disputes regarding damage charges should be submitted in writing within 14 days of notification.

Management will review:

- Inspection records
- Photographs
- Service history
- Any supporting evidence provided

The company's decision following review will be final.

10. Non-Payment

Failure to pay valid damage charges may result in:

- Suspension of service
- Withdrawal of equipment

- Retention of deposits
 - Referral to debt recovery procedures
 - Legal action where necessary
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11. Record Keeping

The company will maintain records of:

- Equipment inspections
- Damage reports
- Photographs
- Repair costs
- Replacement charges
- Correspondence relating to disputes

Records will be retained in accordance with company data retention procedures.

12. Related Policies

This procedure should be read alongside:

- Deposits and Assets Recovery Policy
 - Bottle Deposit Return Procedure
 - Cooler Return and Collection Policy
 - Customer Complaints Policy
 - Health and Safety Policy
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13. Procedure Review

This procedure will be reviewed periodically and updated where necessary to reflect operational, legal, or business changes.