

Bottle Deposit Return Procedure

1. Purpose

This procedure outlines the process for the return, inspection, collection, and refund of bottle deposits, cooler deposits, stillages, bottle stands, covers, and any other reusable company assets supplied by Besceau (Beck & Scott LTD and Beck & Scott (Services) LTD).

The purpose of this procedure is to:

- Protect company assets
- Ensure accurate customer deposit records
- Maintain hygiene and safety standards
- Prevent loss or misuse of reusable equipment
- Ensure prompt and fair refund processing

2. Scope

This procedure applies to:

- All employees and drivers
- All customers supplied by Besceau
- All reusable assets supplied on a refundable deposit basis

Including but not limited to:

- 19L bottles
- 11L bottles
- Water coolers
- Stillages
- Bottle stands
- Bottle covers
- Loan equipment

3. Responsibility

Management

Management are responsible for:

- Maintaining accurate deposit records
- Authorising refunds and write-offs
- Investigating missing or damaged assets

Drivers / Delivery Staff

Drivers are responsible for:

- Collecting empty bottles and equipment
- Inspecting returned assets
- Recording quantities returned
- Reporting damaged or missing assets

Accounts Department

Accounts are responsible for:

- Processing deposit refunds or credits
- Maintaining customer deposit balances
- Issuing statements where required

Customers

Customers are responsible for:

- Returning company assets in reasonable condition
- Ensuring bottles/equipment remain available for collection
- Not disposing of Besceau-owned equipment

4. Deposit Items

Deposits may apply to the following items:

Item	Deposit Applies
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19L Bottles	Yes
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11L Bottles	Yes
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Water Coolers	Yes
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Stillages	Yes
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Bottle Stands	Yes
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Bottle Covers	Yes
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Deposit values are determined by current company pricing schedules.

5. Ownership of Equipment

All reusable bottles, coolers, stillages, and related equipment supplied on deposit remain the property of Besceau unless otherwise agreed in writing.

Customers must not:

- Sell company assets
- Dispose of company assets
- Transfer equipment to another party
- Damage or alter equipment intentionally

6. Return Procedure

Bottle Returns

1. Empty bottles should be made available at the agreed collection point.
2. Drivers will inspect bottles during collection.
3. Bottles that are heavily damaged, contaminated, or unsafe may be rejected.
4. Quantities collected must be recorded on delivery paperwork or handheld systems.

Cooler & Equipment Returns

1. Customers must contact Besceau to arrange collection.
 2. Equipment must be disconnected and accessible.
 3. Drivers or engineers will inspect returned equipment.
 4. Any significant damage beyond normal wear and tear may result in deductions from the deposit refund.
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7. Inspection Standards

Returned assets will be checked for:

- Cracks or severe bottle damage
- Contamination or misuse
- Missing components
- Excessive wear or neglect
- Hygiene and cleanliness
- Operational condition (for coolers)

Assets deemed unsafe or unusable may not qualify for full deposit refund.

8. Deposit Refunds

Refunds or account credits will normally be processed:

- After inspection and verification
- Within 14 working days of collection
- By original payment method or account credit where applicable

Refunds may be reduced where:

- Assets are damaged beyond normal wear
- Items are missing components

- Equipment has not been returned
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9. Non-Returned Assets

Where assets are not returned:

- Deposit monies may be retained by Besceau
- Additional recovery charges may apply where appropriate
- The company reserves the right to invoice for replacement costs

Repeated failure to return assets may result in:

- Suspension of service
 - Refusal of further equipment supply
 - Recovery action
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10. Lost or Damaged Equipment

Customers should notify Besceau immediately if equipment is:

- Lost
- Stolen
- Damaged
- Destroyed

Management will assess whether:

- Deposit deductions apply
 - Additional charges are necessary
 - Replacement equipment can be issued
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11. Hygiene & Safety

Returned bottles and equipment must not contain:

- Chemicals
- Foreign substances
- Waste materials
- Sharp objects
- Contaminants

Employees must follow manual handling procedures when collecting bottles or equipment.

12. Record Keeping

Besceau will maintain records of:

- Deposits charged
- Deposits refunded
- Assets issued
- Assets returned
- Outstanding customer assets

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

13. Disputes

Any disputes regarding deposits or returned assets should be raised with management within 30 days of the transaction.

Besceau will investigate and provide a written response where necessary.

14. Procedure Review

This procedure will be reviewed annually or earlier where operational or legal changes require updates.