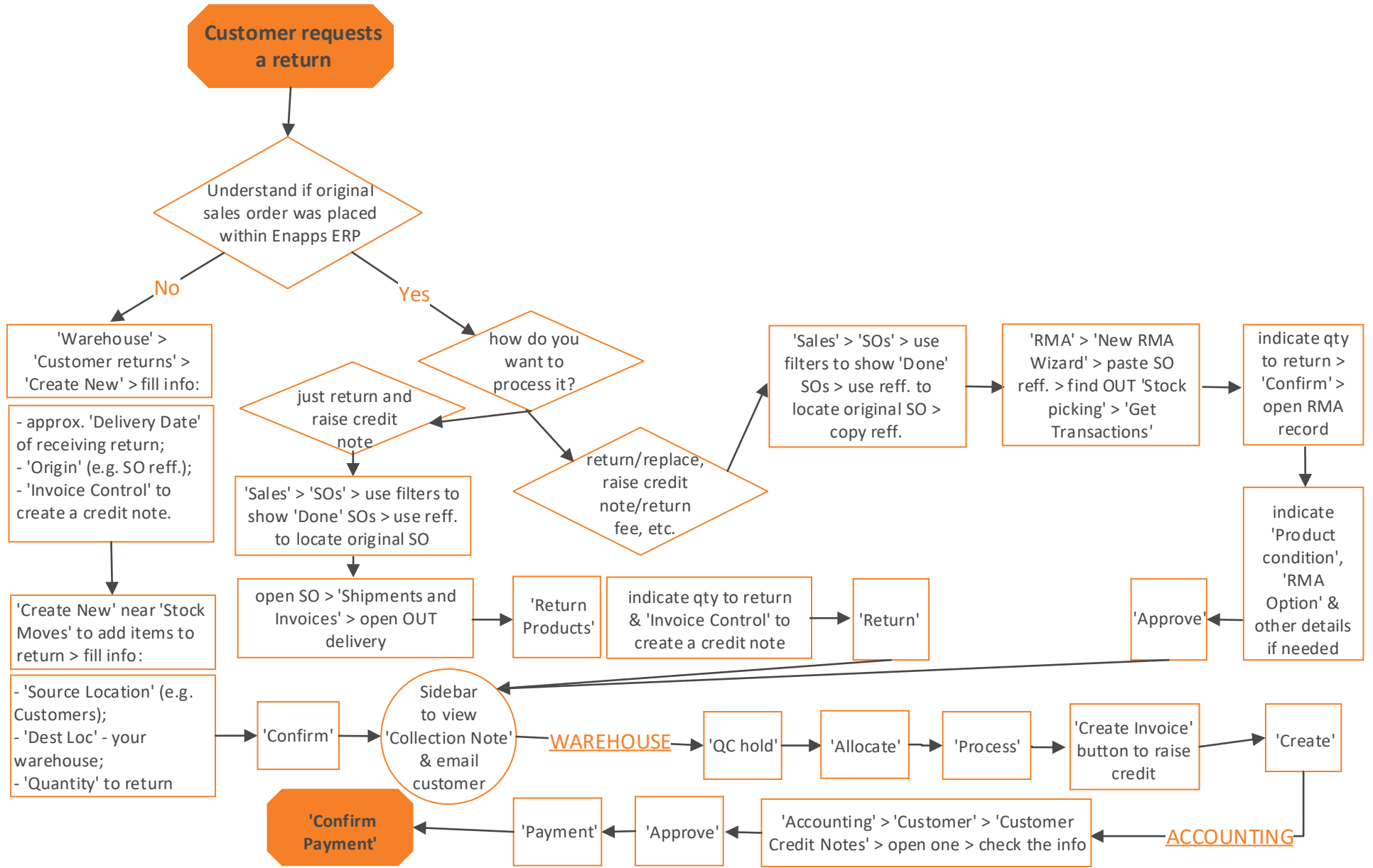
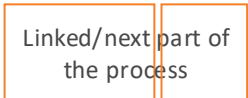
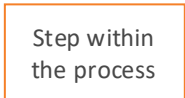
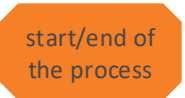


CUSTOMER RETURNS



Process Guide:



Legend:

SO - Sales order;
QC - Quality control;
RMA - Return merchandise authorisation