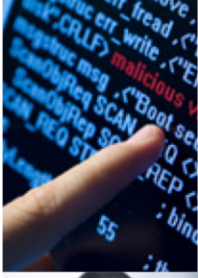
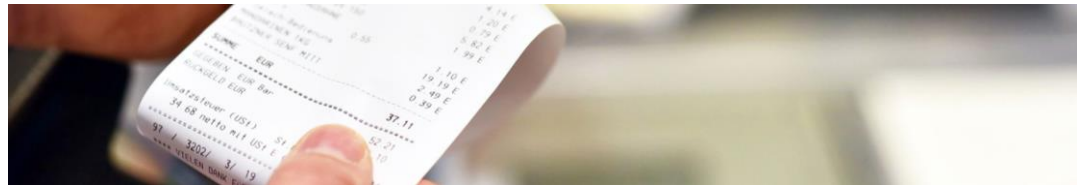


Crime prevention advice for Refund Fraud



SCAM ALERT !

Refunds are one of most targeted opportunities for fraud.



EXAMPLES OF REFUND FRAUD INCLUDE:

- Stealing either from your store or another store and returning goods for a refund.
- Fraudsters buying goods at discounted prices and returning the goods for a full-priced refund.
- Employees purchasing goods at discount prices and have their associates return the goods (without receipt) for a full-priced refund.
- Fraudsters buying goods, using them and returning them for a refund. For example, someone buys a suit, wears it and returns it as though they hadn't worn it.
- Employees keeping receipts from previous sales and using these receipts to process refunds for themselves.
- Employees taking and 'returning' goods using fictitious customer information.

Refund Fraud

TIPS TO COMBAT REFUND FRAUD:

- ✓ Insist on a no proof of purchase, no refund policy.
- ✓ Be aware that thieves could steal in one branch and then use the item to obtain a refund in another store.
- ✓ Check for obvious fictitious names, incomplete details or a lack of ID.
- ✓ Articles being stolen in one branch and used to obtain a refund in another store.
- ✓ Where a refund is granted, make sure staff record the customer's contact details, including a form of photo ID.
- ✓ Never allow a single person to process a refund. Always ensure a second staff member sees the customer returning the goods and countersigns the paperwork.
- ✓ Be aware of customers who seem to be in collusion with sales assistants and keep an eye out for a high number of returns every time a particular employee works.
- ✓ Be wary of refunds first thing in the morning, just before closing and where there is only one person on the sales floor
- ✓ Record the total number of refunds at the end of each month and investigate any fluctuations from month to month.
- ✓ Ensure cash refunds are analysed by the various departments in conjunction with the internal auditor or accountant.

For more information please visit
www.warwickshirebusinesswatch.co.uk