

SMITH-COOPER[®]

I N T E R N A T I O N A L

MATERIAL RETURN POLICY

Returns of material are not allowed without prior, written authorization from Smith-Cooper International. Requests to return material must be made within 90 days of receipt of material. All sales are final for Fabricated Fittings and Special Order non-stock items and cannot be returned for credit. Goods which are returned for any reason other than a defect must be in unbroken original cartons, and will be subject to inspection to ensure the items are in resalable condition. All approved returns are to be shipped to Smith-Cooper International via the instructions on the Return Goods Authorization (RGA). All boxes or palletized material must be clearly marked with the RGA number.

Material shipped to Smith-Cooper International that is not specifically listed on the RGA will be returned to the sender, freight collect. A minimum restocking charge of 25% will be assessed on all non-defective material returned. COOPLOK[™] Grooved Couplings & Fittings containing rubber gaskets, assembled valves, actuators and controls, will have a minimum 35% restocking charge assessed. Approved returns from freight prepaid orders will have 'Freight Out' charges assessed. Approved returns will be processed in the form of a credit memo only.

Claims for shortages must be made within 10 business days of receipt of material. The RGA will expire after 45 days from the date issued and can no longer be used to return material.

SMITH-COOPER INTERNATIONAL