

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. Goods which are returned for any other reason than a defect must be in unbroken original cartons, and will be subject to inspection to insure the items are in resaleable condition. Claims for shortages must be made within 10 business days of receipt of material.

All 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 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. Approved returns from freight prepaid orders will have 'Freight Out' charges assessed. Approved returns will be processed in the form of a credit memo. The RGA expires 45 days after the issue date and after which cannot be used to return material.

Paul Youngren
National Inside Sales Manager
SMITH-COOPER INTERNATIONAL

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