

## Specification Rubber Products' Return Goods Policy

Policy: To request to return goods, customer should contact Specification Rubber Products' Inside Sales Manager or CSRs and describe in as much detail as possible the goods they wish to be considered for return - Product description, Quantity, Customer PO, Invoice number, applicable dates, reason for return, caller's name, contact information, etc. Submitted information is then to be processed internally at Specification Rubber Products. If it's determined by Specification Rubber Products that the goods are eligible for return, the customer will be notified and issued a Return Goods Authorization Number (RGAN), along with specific instructions pertaining to said return. Customer, once issued a RGAN, will have 30 days to return approved goods. Any goods on a RGAN received after 30 days of issuance of a RGAN will be considered void.

Specification Rubber Products has 90 days from receipt of approved return goods on a valid RGAN, to re-inspect material to determine if goods are eligible for resale and to issue credit for such. Goods received that are deemed non-resalable will be deducted from any credited product, which may include an additional expense for inspection, handling, disposal, etc.

Typical eligibility requirements for return of goods include, but not limited to, the bullet points items listed below, and are subject to change:

- Manufactured by Specification Rubber Products
- Returned by original purchaser
- Suitable for Resale
- Purchased within past six (6) months
- Not proprietary items
- Standard Polymer type and products (not all special compound goods may be eligible for return)

*Specification Rubber Product has issued the above policy to be used as a guideline for the return of goods. The decision to allow goods to be returned is strictly at Specification Rubber 's discretion. Specification Rubber Products reserves the right to change, alter or modify this policy at any time with, or without, notice. Not all goods are eligible for return. A minimum restocking charge of 25% applies to all eligible returned goods. Return Freight is to be Prepaid.*



Underwriters  
Laboratories

