

RETURN GOODS POLICY CONFLOW CORPORATION

1. **CONFLOW CORPORATION'S** Customer Service Department must authorize all proposed return goods by issuing a **RETURN GOODS AUTHORIZATION (RGA)**. Once issued, an **RGA** is valid for a period of 30 days from the date issued, void thereafter.
2. CUSTOMER must provide **CONFLOW CORPORATION** the following information prior to the issuance of an RGA:
 - a. Invoice Number
 - b. Invoice Date
 - c. Description of Material
 - d. Quantity of Material
 - e. Material Location
 - f. Reason for Return
3. No material will be accepted for return unless authorized with an **RGA** number.
4. Material shipped to **CONFLOW CORPORATION** without an **RGA** number will be refused and returned to CUSTOMER at CUSTOMER'S expense. All returned material, when shipped by common carrier, must be shipped prepaid by CUSTOMER. Freight collect shipments will be refused.
5. All material is received conditional and is subject to inspection.
6. All returned material must be tagged with CUSTOMER name and **CONFLOW CORPORATION'S RGA** number.
7. All material returned within 3 months of shipment is subject to a minimum restocking charge of \$75.00 or 15%, whichever is greater. Material returned after 3 months of shipment but less than 4 months of shipment is subject to a minimum restocking charge of \$100.00 or 25%, whichever is greater.
8. Material purchased more than 4 months prior is non-returnable.
9. Non-stocking material requires manufacturers' approval prior to issuance of an **RGA** and is subject to the Manufacturer's terms and conditions.
10. Special Order Material is non-cancelable and non-returnable, including but not limited to Special Order Material, Non-stocking Material, and Modified Material.
11. **RGA** will be sent to CUSTOMER for review. Only those materials listed on the **RGA** will be accepted for conditional return.

Conflow Corporation's Standard Terms & Conditions Of Sale, which can be found at www.confloflowcorp.com, states that claims for shortages, corrections or deductions must be made within Five (5) days after receipt of material.

Thank you for adhering to our Return Goods Policy; it will allow us to continue to provide you, our CUSTOMER, excellent service.