

Industrial Fiberglass Specialties, Inc.

521 Kiser Street
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Tel: 937-222-9000
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Return and Restocking Policy

Recognizing that project requirements do change, and that sometimes mistakes are made in preliminary take-offs, Industrial Fiberglass Specialties has a Restocking Policy for the limited return of pipe and fittings. This bulletin details the basis for such returns, and outlines our restocking policy.

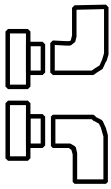
Items Eligible For Return: Series 2000, 4000, and 5000 pipe 12" diameter and smaller, built to iron pipe o.d. standards, is eligible for restocking. Standard Series 2000, 4000, and 5000 fittings, 12" diameter and smaller, are eligible for restocking. The specific standard fittings eligible for return and restocking are further defined below.

All pipe eligible for return must be in full standard production lengths, and not cut or field tapered or shaved. Standard fittings eligible for return and restocking include:

Pipe Couplings	45° Elbows, flanged end
150 lb. Flanges	Tees, bell end
Pipe Caps, bell end	Tees, plain end
Pipe Plugs, spigot end	Tees, flanged end
90° Elbows, bell end	Crosses, bell end
90° Elbows, plain end	Crosses, flanged end
90° Elbows, flanged end	Laterals, bell end
45° Elbows, bell end	Laterals, flanged end
45° Elbows, plain end	

Acceptance Standards: All pipe and fittings to be returned and accepted for restocking must be in "like new" condition. Pipe and fittings will not be accepted that have been damaged; or that have external or internal gouges, scratches, cracks, and other blemishes that would keep these products from being restocked or sold.

Items Not Eligible for Return and Restocking: Pipe and fittings 14" diameter and larger are always built to order, and are not eligible for return and restocking. All light wall pipe, all duct, all duct fittings and flanges, and other items built to non-standard diameters (or not built to ASTM D-2996 iron pipe o.d. dimensions) are not eligible for return and restocking. All special lengths of pipe (non-production lengths) that have been cut or furnished at special shorter lengths to provide a specific quantity are not eligible for return.



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The following fittings, regardless of size, are built to order, and are not eligible for return. These fittings are considered "Special".

All Reducer Bushings	All Saddles with plain socket outlets
All 300 lb. Flanges	All Saddles with flanged outlets
All special angle Elbows (Other than 90 and 45 degree)	All threaded fittings, including pipe nipples
All combination Elbows (Bell end by flanged end)	P-Traps
All reducing Tees	Field adhesive weld kits
All combination Tees (Bell end by flanged end, etc.)	Field butt weld kits
All Saddles with NPT outlets	Floor drains
All Saddles with bell outlets	All Concentric Reducers
	All Eccentric Reducers

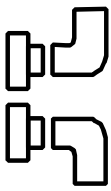
Additional Items and Fabrications Not Eligible For Return and Restocking: All Series 1000, Series 3000, Series 9000, Series 9500, etc. pipe and fittings are considered to be made to order, and are not eligible for return and restocking. In addition, any pipe or fittings built with isophthalic polyester resins, high temperature vinyl ester resins, furan resins, and polyester resins are not eligible for return and restocking.

Pipe and fittings made with special corrosion liners, special thicknesses of corrosion liners, and abrasion resistant liners are normally not eligible for return and restocking; except upon special negotiations with Industrial Fiberglass Specialties. At our sole option we may accept return of pipe and fittings with special liners. In such special cases, the return credit would be based upon not the invoice price; but the price for an equivalent standard Series 5000 product.

Terms and Conditions For Returns and Restocking: Determination of condition and acceptance of return pipe and fittings is at the full discretion of Industrial Fiberglass Specialties. Materials shipped more than 9 months prior to the written request for returns are not eligible for restocking and credit.

We will not accept returns of either pipe or fittings in a value greater than 10% of the original total invoice amounts for a given project. The 10% maximum eligibility is determined separately for both pipe and fittings. In other words, up to but not exceeding 10% of the pipe may be returned; and up to but not exceeding 10% of fittings and flanges may be returned. (Example: Total invoice value of standard fittings (as described above) on a project = \$50,000. Up to, but not exceeding \$5,000 of standard fittings, would be eligible for return and restocking.)

Upon receipt of a preliminary request for the return of pipe and fittings, Industrial Fiberglass will review



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the customer's request on a timely basis; responding as to the eligibility for return and restocking. At that point, we will wait until the customer responds with a definite request for return of specific items. Industrial Fiberglass will then issue a Return Authorization Number. That R.A. number should be shown on all packing lists, all packages and crates, and all paperwork.

For items that are not eligible for return, or for items which the customer has decided to keep but still considers surplus, Industrial Fiberglass will maintain an active list of such equipment. We will then try to refer potential customers for these type of products directly to the customer. In other words, we will try to help the customer move that surplus and excess material, by means of direct referrals from potential new customers.

The purchaser is responsible for the safe packaging and all shipping costs for returning pipe and fittings for restocking. Extra precautions should be taken in packaging items to be returned to make sure that they do not get damaged in shipping and handling. The ends of all pipe and fittings being returned must be protected during return shipment to prevent damage to the ends of the pipe and fittings.

All inspection of returned items will be conducted within three working days after receipt. If damage or other ineligible items are discovered - the customer will be immediately notified. Such items will be held for their inspection, and/or returned to the customer at their freight cost.

Credit Issued: A 27-1/2% restocking charge will be applied for returned fittings and pipe accepted per the policies described above. A credit memorandum will be issued for the difference between the original invoice amount, less the restocking charge. This credit memorandum may be applied against **future** purchases from Industrial Fiberglass Specialties. Credit memorandums may not be taken against existing and outstanding invoices. No cash payments for credit memorandums for return products will be issued. Again, a credit may only be used for future purchases from Industrial Fiberglass Specialties.

The credit allowed will be issued on the basis of the price at time of shipment for a standard shipping basis. ESP premiums are not credited.