



## Integrated Liner Technologies Return Policy

### **Return Policy Information –**

#### Section 1

- 1.1 ILT guarantees all products sold for 30 days from the date of invoice. Products older than 2 years are not eligible for return or credit for any reason.
- 1.2 All custom products are manufactured and sold in good faith and non-returnable, unless deemed to be defective under the terms and conditions as follows as determine in section 3 Defective Products.
- 1.3 ILT will assume responsibility for measurable and quantifiable defects found to be over 0.5% per line item, per lot #.
- 1.4 Products deemed to be defective, by customers will be reviewed by ILT Quality Department under the terms and conditions of the following ILT Return Policy as determine in section 3.  
Defective Products.
- 1.5 Initial enquiries for the return or credit of any product must include the following information before proceeding with enquiry. Otherwise if information is not provided ILT cannot start to perform its due diligence on the enquiry.
  - Quantity requested for return credit or replacement
  - Invoice number associated with the purchase of the item(s)
  - Customer purchase order number associated with the item(s) in question
  - Any lot number(s) in question with the item(s) in question
  - Full details of % defect rate per lot # quantified by the customer
  - Full description of defect as reported by customer
- 1.6 Upon review of the initial enquiry, providing all information has been received, ILT will within 10 working days be in communication and determine if RMA will be issued. Full procedure to comply with RMA as issued can be found in section 3 Defective Products,

### **Products ordered in error –**

## Section 2

- 2.1 All products are Custom manufactured items so they are non-returnable. Please verify your original quote and communication to determine non-returnable items.
- 2.2 Standard ILT manufactured items can be returned within 60 days of receipt and are subject to a 25% restocking fee.
- 2.3 All freight to return items ordered in error, is the responsibility of the customer.
- 2.4 All products must be unopened and in original packaging with no additional labeling or markings added. ILT reserves the right to increase the restocking fee accordingly if product is found to be opened or marked and not in original sealed packaging.
- 2.5 Credit for returned items, minus the 25% restocking fee, will be issued upon full return of agreed quantity of items. Credit will be issued after receipt and processing by incoming quality management having then been sent to ILT finance department.
- 2.6 Credits are issued against accounts payable only. No cash refunds will be implemented.
- 2.7 Credit notes expire after 6 months and are removed from the system.
- 2.8 Credits are issued only against the value of the goods shipped. Shipping and handling charges are non-refundable.
- 2.9 All customs and duties for products returned from outside of the USA are the responsibility of the customer.

## **Non-conforming products –**

### Section 3

- 3.1 Unless otherwise agreed upon by contract terms or other agreed terms and ILT, there is a 0.5% quantified acceptable defect rate.
- 3.2 ILT must be notified within 60 days of receipt of goods and or invoice date of any reported defect. Information is to be provided to ILT as determined in section 1: 1.5 Return Policy Information.
- 3.3 Policy procedure to section 1; 1.5 will be enacted to determine if RMA is to be issued.
- 3.4 A representative sample of any reported defect may be required by Quality Management to assist in the determination of root cause and corrective action. Upon receipt of any requested samples ILT will determine if RMA will be issued.
  - 3.4.1 Only items that have been issued with an RMA will be accepted at ILT. The RMA should be clearly marked on the outside of the packaging.
  - 3.4.2 Items returned to ILT without prior RMA authorization will not be accepted and may be returned to the customer at the cost of the customer.
  - 3.4.3 Returns authorized by ILT must be received within 60 days from the date the RMA was issued unless otherwise agreed and sanctioned by Quality Management.
  - 3.4.5 Goods not returned within the 60 days from RMA issue date or another agreed time frame will be deemed null and void and the customer will be held responsible for the full invoice amount.

- 3.5 The RMA process will determine any defect as reported and ILT will replace defective items. Unless otherwise agreed by both parties, a credit will be issued for defective material, replacements will be separately invoiced.
  - 3.5.1 If a credit is required then Quality Management will notify the finance department of the quantity and invoice details against which to raise the credit note.
  - 3.5.2 Any credit note will be issued within 10 working days from receipt of returned goods.
  - 3.5.3 Customer will be notified and sent a copy of the credit note to the accounts payable department or other designated personnel as requested.
- 3.6 When applicable - replacement items, as requested by the customer, upon agreed RMA conditions will be scheduled for manufacturing upon receipt of the entire agreed quantity issued under the relative RMA #.
  - 3.6.1 No goods will be replaced without full receipt of the quantity per the RMA# as issued.
  - 3.6.2 Unless special circumstances apply (i.e. large order or additional raw material is needed), replacements for defective items will be within 2 to 3 weeks of implementation of necessary corrective action.
  - 3.6.3 Upon agreed RMA ILT will be responsible for all freight costs associated with replacement goods.
- 3.7 If ILT Quality Management determine that any defective items are to be returned to ILT then ILT will be responsible for all returning freight charges. Shipping details will be sent to customer.
- 3.8 In the case of incorrect shipped products customer must report issue within 7 working days of receipt of original goods. Information is to be provided to ILT as determined in section 1: 1.5 Return Policy Information.
  - 3.8.1 Quality Manager will investigate and verify customer complaint. Incorrect product must be returned to ILT who will be responsible for freight costs for return of product. Shipping account details will be provided to customer.
  - 3.8.2 Correct replacement product will be shipped to customer. ILT will be responsible for replacement product freight cost.

### **Incorrect quantity shipped**

#### Section 4

- 4.1 Unless otherwise agreed upon between ILT and customer amounts shipped from manufacturing may be within 1.5% over or under the quantity ordered.
- 4.2 If customer determines that the incorrect number of items has been received and this quantity exceeds 1.5% over or under the ordered amount customer must notify ILT within 7 working days from receipt of goods.

- 4.3 Customer must provide all documentation as required in section 1; 1.5.
- 4.4 ILT will investigate the discrepancy and notify customer of its findings. Appropriate action will be determined and may include additional invoicing, issue of a credit note or shipping of additional parts as necessary.
- 4.5 In the case of incorrect quantity received unless otherwise agreed ILT amounts shipped may be within 1.5% over or under the quantity originally ordered. If the customer determines that the incorrect quantity has been received over or under the 1.5% the customer must notify ILT within 7 working days of the receipt of original goods ordered.
  - 4.5.1 All enquiries must contain information as noted in section 1; 1.5.
  - 4.5.2 ILT will investigate the discrepancy and notify the customer of its findings. Agreed short shipped products will be replaced where possible within 5 working days of notification at no additional freight cost to the customer.

### **Items damaged and or lost during shipping**

#### Section 5

- 5.1 If customer believes that items received are damaged and or lost by the freight carrier during shipping, the customer should notify ILT within 7 working days of receipt of original goods.
- 5.2 Any goods shipped against a customer account and agreed carrier is the responsibility of the customer to notify both ILT and said carrier of damage and or discrepancy in quantity against the packing slip. The party paying the shipping charges will determine if further action is deemed necessary.
  - 5.2.1 If the customer pays the shipping charges and it is determined that items have been lost or damaged during transit, it is the customer's responsibility to contact the freight company and pursue appropriate action to recover the cost of items lost and or damaged. All ILT invoices should be paid in full per the terms of the invoice.
  - 5.2.2 If ILT pays the shipping charges and it is determined that items have been lost and or damaged during transit and the freight carrier requires the shipper to file a claim, it is ILT's responsibility to contact the freight company and pursue appropriate action to recover the cost of items damaged and or lost. ILT will issue a credit for all items damaged or not received in transit.