

RETURNED GOODS POLICY & PROCEDURES

Purpose: This document provides a procedure for receiving return of goods that are damaged, shortages, wrong shipment or incorrect item, and/or defective products. In addition, this document will provide a procedure for return of goods other than damaged, shortages, wrong shipment or incorrect item, and defective products.

Policy: Kamen Wiping Materials Co., Inc. accepts returned goods for the following reasons:

Damaged Goods: All damaged goods received by the customer must be reported to Kamen Wiping Materials within two (2) business days (48 hours) of delivery.

Upon delivery, visible damages must be noted on the Bill of Lading, signature of person receiving the damaged good and the carrier driver's signature.

Damages that are not reported on Bill of Lading must be held until an inspection of carrier is completed and a report is issued. Customer may request an inspection of damages. Kamen Wiping Materials will contact the delivery carrier for an inspection. Once report is issued, Kamen Wiping Materials Customer Service will issue an authorization to return product. A copy of the inspection report and a Return Goods Authorization must accompany the returned product. When ever possible, a picture of the damaged goods must accompany the inspection report.

IMPORTANT: No credit will be issued without report showing damages on Bill of Lading at the time of delivery or on a carrier's report.

Shortage: Customer should inspect delivery for visible shortage as well as concealed shortage upon arrival of products. Please note discrepancies on the Bill of Lading. The Bill of Lading must show the shortage discrepancies, accompanied with signature of person receiving shipment and the carrier driver's signature. Concealed shortage must be reported with ten (10) business days. Claims made after this period will not be honored.

IMPORTANT: No credit will be issued unless shortage is noted on Bill of Lading at the time of delivery.

Wrong shipment or incorrect items: All wrong shipments or incorrect items must be reported to Kamen Wiping Materials Customer Service within two (2) business days (48 hours) of delivery. Customer Service will arrange for pick-up of goods from customer. All incorrect items will be corrected to customer specifications.

Defective products: All defective goods will be delivered back to Kamen Wiping Materials for inspection. Defective products must be reported to Kamen Wiping Materials Customer Service within thirty (30) days of delivery.

Return of goods for reasons other than damages, shortage, wrong shipment or incorrect items: A returned product other than damages, shortage, wrong shipment or incorrect items must be reported to Kamen Wiping Materials with ten (10) business days. In addition, product must be received at the Wichita, Kansas facility within thirty (30) days. After thirty (30) days no product will be accepted.

Once notification is reported to Kamen Wiping Materials, we will issue an authorization to return the product. A twenty percent (20%) restocking fee will be charged on return of goods. The fees apply unless the item is defective or damaged or you received the wrong shipment or incorrect items.

Procedure:

1. To request a Returned Goods Authorization number, customer must contact Customer Service or fax a request for the return item.
2. When faxing a request for return item, the customer must provide their name, fax and telephone number, product description, quantity, a copy of packing list, and reason for the return. All authorized returns must be shipped to Kamen Wiping Materials Co., Inc., 441 N. Santa Fe, Wichita, KS 67202.
3. All concealed damage and shortage claims must be made within ten (10) business days of receipt of goods.
4. Goods shipped in error by Kamen Wiping Materials are to be reported within ten (10) business days of receipt to Customer Service for the issuance of a call tag/carrier's pick up.
5. Credit will be issued after receipt of returned goods. Please allow up to thirty (30) days for credit to be posted to account.
6. Credit will be issued at the original invoice cost.
7. **IMPORTANT: No credit will be issued without report showing damages or shortages on Bill of Lading at the time of delivery.**
8. All damaged or shortage of goods must be noted on the Bill of Lading and when possible pictures of damage product to accompany the claim.

The return product must meet all the following criteria:

1. A copy of the written authorization must accompany returned merchandise.
2. All shipping cartons and labels must have a Return Authorization Number.
3. If shipping by common carrier, a delivery appointment must be made at the Wichita facility.
4. Non-Direct accounts should return all products purchased back to their wholesaler or distributor or : Third Party Processors may be utilized; however, credit will only be issued for those items eligible within the boundaries of this policy. Credit for returns processed by a third party will be issued through the designated wholesaler only.
5. Products must be in original packaging only (NO repackaged product will be accepted).

The following criteria are for return of goods other than damaged, shortages, wrong shipment or incorrect item and defective products that does not meet with customer's specialization:

1. All requests must be made within ten (10) business days of delivery.
2. A copy of the written authorization must accompany returned merchandise.
3. Customer must contact Customer Service or fax a request for the return item.
4. When faxing a request for return item, the customer must provide their name, fax and telephone number, product description, quantity, copy of packing list and reason for the return. All authorized returns must be shipped to Kamen Wiping Materials Co., Inc., 441 N. Santa Fe, Wichita, KS 67202.
5. Customer will be responsible for freight out and freight in.
6. Products must be in original packaging only (NO repackaged product will be accepted).

Credit will not be issued under the following conditions:

1. Merchandise returned or destroyed without prior authorization. Kamen Wiping Materials Co., Inc. reserves the right to destroy, without recourse, all unauthorized merchandise returned.
2. Products not purchased directly from Kamen Wiping Materials Co., Inc.
3. Items damaged by improper storage, fire or bankruptcy sale.