



100% Customer Satisfaction Guarantee End User Policy Document

In order to better serve our customers, we have established the following guidelines to facilitate the administration of our 100% Customer Satisfaction Guarantee. All of the information needed for smooth RMA and credit transactions is detailed in this document.

Please note: products can be no more than one year beyond their production date (as indicated by their lot code which is designated on the roll of material) to be eligible for return within the guidelines stated below.

Remember that an RMA number must still be issued by our Customer Service department for any product being returned to Neschen Americas.

Satisfaction Guaranteed Return Types

Quality Defects

a. Maximum of two rolls of material with a value of \$2,500 or less

A credit will be issued to the customer within 48 hours of our receipt of a sample of the defective material.

b. Three or more rolls of material or an order value of greater than \$2,500

We will provide the customer with a course of action based on the following two scenarios within 48 hours of our receipt of the defective sample.

1. Destroy in field – Customer will be asked to dispose of the defective material and a credit will be processed at the time of communication.
2. Rolls to be returned – This occurs when the entire lot of rolls needs to be returned to Neschen Americas for an evaluation of the defect. A credit will be issued to the customer within 48 hours of our receipt of the rolls.

Freight Damage

a. Product value not exceeding \$2,500

1. We will ask the customer to provide us with digital photographs of the damage and we will issue a credit within 48 hours of our receipt of the pictures.

b. Product value exceeding \$2,500 and the product is received by the customer

1. We ask that the customer provide us with digital pictures of the damage and we will issue a credit within 48 hours of our receipt of the pictures.

2. The Neschen Americas Shipping Department will contact the appropriate carrier to set up a freight claim inspection.

c. Product value exceeding \$2,500 and the product is product refused by the customer

1. The customer will be asked to provide a fax copy of the packing list refusal and a credit will be issued within 48 hours of our receipt of the fax.
2. Our Shipping Department will contact the appropriate carrier to set up a freight claim and arrange to have the damaged materials returned to Neschen Americas.
3. We will process a replacement order at the time of the customer's initial notification of the freight damaged order.

Customer Satisfaction

A customer satisfaction return is intended for customers who purchase a product and then realize it is not what they needed, or perhaps they ordered too much inventory. The product is in usable condition, but for whatever reason the customer would like to return it to Neschen Americas.

a. Customer Satisfaction Return

A credit will be issued within 48 hours of our receipt of the returned product that falls within the customer satisfaction return guidelines detailed below:

1. These returns must be made within six months of the product's production date which is designated by the material lot code found on the box and on the core label. Any rolls determined to have been produced outside of this time frame will not be considered for return credit.
2. The customer must provide all of the lot codes for each roll being considered for return. Customer Service will communicate any discrepancies that need to be addressed via your Sales Representative.
3. A restock fee of 20% applies to all customer satisfaction returns. By placing an offsetting purchase order of equal or greater value than the return, the customer will be exempt from this restock fee. The offsetting order must be placed at the same time the return is processed to qualify for exemption from the 20% restock fee.
4. The customer returning the product is responsible for its return freight costs. If products that are part of a customer satisfaction return arrive at Neschen Americas with freight damage, they will be refused at our dock upon attempted delivery.
5. A \$15.00 re-box fee will be applied to all rolls needing to be repackaged for resale. Within 48 hours of our receipt of the materials we will notify the customer of the total re-box fees that will be applied prior to the credit being issued.
6. Customer satisfaction returns apply only to our SEAL or Neschen Branded products. We will not consider equipment, Eco Board, special orders, container orders, specialty products, special cuts, discontinued or obsolete Items. Please refer to the Neschen Americas Terms and Conditions of Sale page of your price book for information on our Equipment Warranty.
7. We will only issue credit for product that can be restocked and resold.

Please contact your Sales or Customer Service Representative if you have any questions about this policy.