

September 19, 2017

## **RETURN GOODS POLICY**

Following are the terms and conditions for authorization to return stock inventory back to CANTEX INC:

1. Permission for such return of goods must first be obtained from CANTEX in writing. Such requests must show CANTEX invoice number, date, quantity of the terms, and CANTEX part number.
2. Material to be returned must be new, unused, properly packaged, and in resaleable condition. No credit will be issued for opened or partially used packages. Any product that does not meet these requirements will not receive credit and will only be returned at the customer's expense.
3. Requests for return must be processed within 6 months from date of purchase.
4. The RGA will expire 30 days from date of issue. If the material is received after that date, then the terms of the return must be negotiated.
5. Material must be received at the location indicated on the RGA or it will become null and void.
6. Restocking charge is 25%.
7. The distributor will prepay freight cost to return the product and the outbound freight will be deducted from the credit issued.
8. **CANTEX will not accept product returns from job sites.**
9. RGA requests for products quoted non-cancelable and non-returnable will automatically be denied.
10. CANTEX INC. reserves the right to reject any requests for return.