

Texas Process Equipment

Returned Goods Policy and Procedure

Texas Process Equipment will not accept any returns without prior approval or consent, which will be given or withheld at Vendors discretion. All returns are subject to the parts manufacturer's return policies. We honor returns based on the restrictions under those policies. A Return Authorization is required for all returns and can be obtained by calling anyone in the customer service group.

The return will be authorized once all information is obtained and reviewed.

- Complete RGA form. (Per Procedure for handling).
- Management Approval
- A copy of the RGA will be provided to the shipper and **MUST** accompany the product being returned. Packages received without our proper paperwork will be returned to sender at sender's expense.
- All materials must be returned freight prepaid.
- All materials must be properly packaged to prevent damage in shipment.
- All products **MUST** be wiped and flushed clean of any and all chemicals, solvents or buffers and be warranted to be safe for handling. You will be requested to acknowledge the condition of the product being returned on the packing list and include a **MSDS** sheet. Any product received that is deemed to be unsafe for handling will be refused.
- A RGA for returning product for credit is effective for 60 days from the date of issue. After 60 days if the product has not been returned to Texas Process Equipment the RGA number will be cancelled. A new request must be made by the customer to continue with the return procedure.
- No equipment will be accepted beyond six months after date of shipment for credit.
- Only new, unused and undamaged standard equipment will be accepted for return to stock.
- All credits are based on evaluation and acceptance of material as new and unused by Texas Process Equipment.
- A restock fee will be determined at the time the material is inspected.
- **A RGA number must be issued prior to returning any product to Texas Process Equipment.**

Additional conditions or exceptions:

- As most manufacturers' do not permit returns of motors, electronic parts, special orders, or custom made or modified products, we must adhere to those policies. In

addition, a number of our manufacturer's do not permit returns for any reason, therefore all sales of those manufacturer's products are final. All electric sales are final.

- Parts used, installed, or discontinued will not be accepted for credit under any circumstances.
- As such, when requesting a RGA you may be informed that the product is no longer returnable. We appreciate your support as we look to more consistently align our returns policy with our manufacture / suppliers.

Returns for Warranty consideration:

Texas Process Equipment extends Factory Warranty consideration for only the products we supply. Warranty consideration is extended only with regard to defects in materials and/or workmanship. Warranty considerations are subject to inspection and application review. Products used "outside" of their intended or specified applications are **not** eligible for warranty consideration.

In order for an item to be considered for warranty the following requirements must be met:

- An RGA number must be requested and noted on the return shipment
- The required information on the RGA document must be complete and accurate.
- An MSDS must be included with the returned shipment and must represent the process chemical that the equipment has been used with.
- The equipment must be completely decontaminated
- The shipment must be returned freight prepaid.

Product inspection may occur at Texas Process Equipment locations or at the factory from which the product was originally purchased. The decision for the inspection location is at the discretion of Texas Process Equipment. If the product is deemed to be warranty, the product will be repaired to "like new" condition or replaced at the discretion of Texas Process Equipment. While every attempt will be made to expedite the evaluation of returned products, no replacement will be made prior to the evaluation without the receipt of an appropriate purchase order or payment agreement.

12/14/09