

Return and Damaged Goods Policy

Form 66A

Spiral Manufacturing Co., Inc. will accept return of merchandise ONLY IF IN SALEABLE CONDITION and notification is made in the following manner. We will Issue Credit to your account in the same method received.

NON-DEFECTIVE GOODS

Customer must call Spiral Manufacturing Co., Inc. to receive a Return Goods Authorization (RGA) number.

Material must be new or unused and in saleable condition.

Proof of purchase or copy of invoice must be furnished.

Material must be returned freight pre-paid.

A twenty percent restocking charge will be applied to all returned goods under thirty days. For all goods returned over thirty days, twenty-five percent will be applied.

Upon receipt of material, credit will be issued at purchase price less the restocking charge.

No return allowed on any goods over ninety days old.

No return allowed on Couplings, Hangers, Pipe cut to length or any specialty or none stock parts.

Any return product(s) deemed unusable for any reason by Spiral Manufacturing Co., Inc. will be immediately disposed of and no credit will be issued.

DEFECTIVE OR PROBLEM GOODS

Customer must call Spiral Manufacturing Co., Inc. to receive an RGA number.

Spiral Manufacturing Co., Inc. will determine whether goods should be returned freight prepaid or by UPS call tag.

If necessary, replacement goods will be shipped upon receipt after inspection of return goods.

Where necessary, credit will be issued for the full purchase price.

GOODS DAMAGED OR SHORTED IN TRANSIT

Product(s) damaged or shorted in transit (i.e. UPS, USPS, Motor Freight...); require the receiving customer to notify the Transport Company and Spiral Manufacturing Co., Inc. immediately. Receiving agent must show "in writing" any package received damaged or short, and file claim within twenty four hours. Package should be left as was received in the event that a freight company representative is dispatched to inspect damage. After said inspection a claim number will be assigned, at which point Spiral Manufacturing Co., Inc. will ship replacement good(s) if necessary.

Please include the following with shipment:

Name and address of dealer

Phone Number

RGA number

List of items being returned

Copy of receipt or invoice

Send prepaid to:

Spiral Manufacturing Co., Inc.

11419 Yellowpine Street NW

Coon Rapids, MN 55448

Attn: Return Dept.

Code	Terms of Sale	Responsibility for Freight Cost and Transit Risk
01	F.O.B. Destination, freight prepaid	<p>Seller - Pays freight charges Seller - Bears freight charges Seller - Owns goods in transit Seller - Files claims (if any)</p>
02	F.O.B. Destination, freight collect	<p>Buyer - Pays freight charges Buyer - Bears freight charges Seller - Owns goods in transit Seller - Files claims (if any)</p>
03	F.O.B. Destination, freight collect and allowed	<p>Buyer - Pays freight chg & <u>deducts</u> from invoice Seller - Bears freight charges Seller - Owns goods in transit Seller - Files claims (if any)</p>
04	F.O.B. Origin, freight prepaid	<p>Seller - Pays freight charges Seller - Bears freight charges Buyer - Owns goods in transit Buyer - Files claims (if any)</p>
05	F.O.B. Origin, freight collect	<p>Buyer - Pays freight charges Buyer - Bears freight charges Buyer - Owns goods in transit Buyer - Files claims (if any)</p>
06	F.O.B. Origin, freight prepaid and charged back	<p>Seller - Pays freight charges and <u>adds</u> to invoice Buyer - Bears freight charges Buyer - Owns goods in transit Buyer - files claims (if any)</p>
07	F.O.B. Destination, freight prepaid and charged back	<p>Seller - Pays freight charges and <u>adds</u> to invoice Buyer - Bears freight charges Seller - Owns goods in transit Seller - files claims (if any)</p>
96	See Below (Special Instructions)	<p>Buyer - varies Seller - varies (specifications indicated in body of Purchase Order or as an attachment to the Purchase Order)</p>
97	See Below for Details (Special Instructions)	<p>Buyer - varies Seller - varies (specifications indicated in body of Purchase Order or as an attachment to the Purchase Order)</p>
98	No Shipment Involved	Not Applicable
99	Pick Up/Will Call	<p>Buyer - Bears freight charges Buyer - Owns goods in transit</p>