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|  | <h2>Returned Goods Policy</h2> | Document # SD-813-1 Edition #3 Revision #2 Date of Revision: 04/08/2024 Page 1 of 1 |
| Southern Alberta Fluid System Technologies Inc. | Printed copies are uncontrolled | Document Owner: Mark Parno |

- All parts returned for credit must have prior approval.
- All parts returned must be in their original unopened box or heat-sealed bag.
- All parts returned for credit must have been purchased from the originating branch office they are being returned to.
- All parts returned must be shipped prepaid unless otherwise authorized.
- All parts uncommon to local inventory are non-cancelable and non-returnable.
- A copy of the original invoice must accompany all parts.
- All parts are subject to inspection prior to acceptance. We can only accept parts which are in “like new” condition, with no tarnishing, blemishes, dirt or other contaminants evident. Our customer base includes oil & gas, petrochemical, pulp and paper, semi-conductor, fuel cell, food & beverage, research and development and pharmaceutical industries. Their fluid systems require clean and reliable components.
- All tubing is **Non-Returnable**.
- All credits applied can only be used for future purchases. No cash refunds.
- No returns accepted on emergency orders.

RE-STOCKING CHARGES:

Parts common to local inventory:

Returned within:

- 14 days - 10% restocking charge, with a minimum of \$20.
- 15 to 90 days - 20% restocking charge.
- Over 90 days - Non-returnable.

Our goal is to be the supplier by which you measure all other suppliers. We understand your need for a detailed Returns Goods Policy and hope this meets your expectations. If you have any questions, please call your supplying branch.

All returns are subject to review