
COMPANY RETURN POLICY

- 1.** Only stock materials will be considered for return for credit. No special-ordered or manufactured items can be returned for credit.
- 2.** All stock material returned for credit must be in clean, re-saleable condition. It must be free from excessive dirt, mud, paint, dents, dings, holes, etc. All material will be inspected by OMNIDUCT prior to acceptance. In the event that the Company cannot authorize a return, we will allow the Contractor to dispose of any un-lined metal products in our scrap bin.
- 3.** All returned items brought to the Company and accepted for credit following inspection are subject to a 25% re-stocking charge.
- 4.** While the Company will try to accommodate Contractor requests and pick-up materials for return, we are not always in a logistical position to do so. ALL requests for pick-up must be authorized by our shipping department. Every reasonable effort possible will be made to accommodate these requests but we CANNOT be held to deadlines on job sites regarding picking up excess materials to be returned for credit.
- 5.** When the Company picks up materials for return, all the above policies apply with the following exceptions:
 - A. Re-stocking charge will be 35%
 - B. After inspection, the Contractor will be notified of any materials that cannot be accepted for credit. At that point the Contractor will have the option of picking up those rejected materials or have the Company dispose of them. In the event that the Company is requested to dispose of materials, there will be a nominal labor charge billed for time invested.
- 6.** Any exceptions to this policy can only be authorized by Robert Brumleu.