



Return Material Policy Effective October 2, 2006

I. Return of CEP product

- 1) All returns must be entered through the CEP QualTrax system via the website and the customer/representative will receive an electronic notification with ID #. For questions concerning this notification, please contact the Return Goods Specialist.
- 2) Customer must provide invoice number(s) or their purchase order number(s) for traceability.
- 3) A copy of the QualTrax notification with ID # must accompany the return shipment.
- 4) Valves must be in new, unused, saleable condition and must have been shipped within the last 120 days.
- 5) Only valves that are standard may be returned. No *special* valves are returnable.
- 6) Credit amount is subject to inspection of returned goods. **No customer deduction may be taken at time of return.** Credit will be issued upon inspection and after evaluation.
- 7) Customer pays freight on all returns except in the case of CEP error.

II. Returns for other than mis-shipments require restocking charges of 25%.

III. Returns for other than mis-shipments require sign off based on the following criteria:

- 1) \$0-\$2,499 - Return Goods Specialist
- 2) \$2,500- \$4,999 - Customer Service Manager
- 3) \$5,000- \$9,999 - Director of Sales
- 4) \$10,000- \$49,999 - Vice President of Sales & Marketing
- 5) \$50,000+ - General Manager