



SMITH-COOPER[®]
INTERNATIONAL



MATERIAL RETURN POLICY

1. Returns of material are not allowed without prior, written authorization from Smith-Cooper International (SCI) and must be made within 90 days of the original invoice date.
2. Approved returns will be issued a Return Goods Authorization (RGA) number and processed in the form of a credit memo only.
3. RGA authorization numbers expire 45 days after date issued and can no longer be used to return material.
4. All approved returns are to be shipped to Smith-Cooper International via the instructions on the RGA. All boxes or palletized material must be clearly marked with the RGA number.
5. Material shipped to Smith-Cooper International that is not specifically listed on the RGA will be returned to the sender freight collect.
6. Goods which are returned for any reason other than a defect must be in unbroken original cartons, and will be subject to inspection to ensure the items are in resalable condition.
7. All sales are final for Pipe, Tubing, Fabricated Fittings and Special Order non-stock items.
8. Approved returns from Full Freight Allowed (FFA) orders will have original 'Freight Out' charges assessed.
9. When the value of the material being returned is subtracted from the original PO and the order no longer qualifies for FFA, the customer may be required to pay back the freight charges that were originally paid by SCI.
10. Only SCI or Sharpe[®] products can be returned. All returns are subject to final inspection.
11. An RGA issued for defective material claim requires final inspection and written approval from the Engineering Department before credit will be processed.
12. A minimum restocking charge of 25% will be assessed on all non-defective material returned.
13. COOPLOK[™] Grooved Couplings & Fittings containing rubber gaskets will have a minimum 35% restocking charge assessed. COOPLOK[™] Grooved replacement parts (gaskets, bolts and nuts) are non-returnable.
14. Sharpe[®] actuators and controls, if approved for return, will have a minimum 35% restocking charge assessed.
15. Sharpe[®] Valves which have been actuated or assembled to order, if approved for return, will have a minimum 35% restocking fee assessed, in addition to, recovery of the entire initial assembly charge and a comparable disassembly charge.
16. Sharpe[®] products which have had any kind of custom machining cannot be returned.
17. Valves must be returned clean and in the open position.