

 <p>Freeform PLASTIC PRODUCTS <small>A DIVISION OF BOURGALT INDUSTRIES LTD.</small></p>	<p>SERVICE AND WARRANTY POLICY MANUAL</p>	<p>Effective Date: Aug, 2001</p>
<p>Section 8: Parts Return Policy</p>		<p>Page: 1 of 2</p>

The Free Form Return Policy applies to any **new, unused, undamaged and suitable for resale part or kit purchased and invoiced through Free Form**. Free Form Dealers intending to return any Parts item must follow the procedures as outlined in the Parts Return Policy.

- 1) All requests for parts returns will be processed on a monthly basis as:
 - a) **Non-annual parts returns** - request must total fifty dollars or more per request.
 - b) **Annual Parts Returns** - request may not exceed ten percent of Dealer's total annual purchases of previous year.

- 2) To receive authorization, a Dealer must fax a copy of the **Parts Return Request Form** to (306) 275-2101, Attention: Parts Manager. The following information is required on all Parts Return Request Forms:
 - a) Quantity of each item to be returned.
 - b) Free Form part number for each item.
 - c) Complete description of each item.
 - d) Original invoice number.
 - e) Reference cost paid by dealer per item.

- 3) The Free Form will fax a Return Authorization Number for the parts you are authorized to return.

- 4) All parts are to be returned to:

Free Form Plastic Products
100 F.P. Bourgault Drive
St. Brieux, Sask
SOK 3V0

NOTE: ANY PARTS RETURNED WITHOUT PREVIOUS AUTHORIZATION WILL BE SENT BACK TO DEALER VIA TRANSPORTATION COLLECT.

Section 8: Parts Return Policy

5) Parts which are exempt from being returned are as follows:

- a) Hydraulic cylinder seal kits
- b) Belts - rubber
- c) Decals
- d) Hazardous Goods - (paint, spraybombs)
- e) Parts marked NLA (no longer available) in **current** parts price list
- f) Parts not included in **current** parts price list
- g) Parts valued below one dollar each

6) All parts must be returned **freight pre-paid** within **30 days from date of authorization**. A photocopy of the Parts Return Request Form complete with the Return Authorization Number and a photocopy of all applicable invoices showing Dealers original net price per part **must** accompany the shipment being returned.

7) All parts being returned must be new, unused, undamaged and suitable for resale. The amount of credit will be based on the following:

- a) Twenty percent restocking fee.
- b) Net price stated on photocopy of dealer's original invoice.
- c) \$120.00/hr will be charged on any parts that require reconditioning.
- d) All previous shipping labels must be removed from parts.
- e) Parts being returned must be clearly identified with a wire tie and tag or packed in a box with contents clearly marked on the box.
- f) All electronic equipment such as meterheads or cables will be subject to a \$10.00 surcharge. This surcharge will cover costs to inspect the equipment.

8) Wooden parts crates and lids of the following dimensions are returnable subject to the condition of the crates and lids being returned. A small refurbish fee will be charged for repairs to the crates if returned in less than perfect condition.

* A Parts Return Request Form must accompany all crates being returned for credit.

length	width	height	
3' x	6' x	12"	C size
3' x	4' x	12"	B size
3' x	2' x	12"	A size

9) All credits will be applied to the Dealer's Parts account.