

Return Material Policy

Consistent with general industry practices, all products are shipped at the customer's risk. Shipments should be carefully inspected before signing a receipt. A signed bill of lading or delivery receipts with no exceptions noted will indicate that the count, description and condition of products are satisfactory.

Customer must obtain a Return Material Authorization (RMA) number and return instructions from Charlotte Pipe. All papers, including the RMA and packing slip, must accompany the material being returned. Failure to comply will result in a delay or denial in processing the return.

Please note the following:

- All collect returns must be sent back on Charlotte Pipe approved carriers.
- Contact your customer service associate to arrange a collect return.
- Customer will be charged any additional freight charges above our standard shipping rates for returns received on a carrier not approved by Charlotte Pipe.

Damaged in Transit

Claims for materials damaged in transit must be filed with the carrier involved or this office within ten (10) days after receipt of the product. All damaged material must be sent back tagged or labeled as "damaged." The material will be inspected by Quality Control and credit will be issued.

Picking/Shipping Errors

Claims for errors in shipment must be made within ten (10) days after receipt of the product. Material shipped in error by Charlotte Pipe will be replaced or credit will be issued at the discretion of Charlotte Pipe at no additional cost to the customer. Customer must obtain a RMA number and return shipping instructions from Charlotte Pipe.

Overstock/Job Return

A 30% restocking charge plus all transportation costs will be applied for returning material back into Charlotte Pipe's stock. These items must be in re-sellable condition, which will be determined by Charlotte Pipe. Overstock and job returns must be returned within twelve (12) months of purchase date.

Non-manufactured or Non-stock Material

If returned, customer will be notified to choose one of the following options:

- Agree to scrap value
- Agree to disposal fee
- Make arrangements to pick up the material.

Defective Material

Uninstalled Material

If a product is suspected to be defective, a Charlotte Pipe sales representative, Charlotte Pipe customer service associate or regional sales manager should communicate the details to plant Quality Control. Details should include, but not be limited to, photographs, production dates, plant locations and box label information. Rep Agencies acting on behalf of Charlotte Pipe and Foundry Company are not authorized to comment on the cause of field product complaints. Rep Agencies are responsible for collecting all pertinent information and product samples associated with the product complaint. Charlotte Pipe and Foundry's Quality Control personnel are solely responsible for reviewing the Field Product Complaint Form, examining samples, and determining the cause of failure. An RMA will be issued to return a sample.

Installed Material

If a manufacturing defect is claimed or suspected, a Charlotte Pipe sales representative or regional sales manager should complete a Field Product Complaint Form. The product and form should be returned to the Technical Services Department. Information related to the product, including but not limited to, photographs, product dates, plant locations and box label information should be provided. Rep Agencies acting on behalf of Charlotte Pipe and Foundry Company are not authorized to comment on the cause of field product complaints. Rep Agencies are responsible for collecting all pertinent information and product samples associated with the product complaint. Charlotte Pipe and Foundry's Quality Control personnel are solely responsible for reviewing the Field Product Complaint Form, examining samples, and determining the cause of failure.

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