

Returned Goods Policy and Procedure

Texas Process Equipment will not accept any returns without prior approval or consent, which will be given or withheld at Vendors discretion. All returns are subject to the parts manufacturer's return policies. We honor returns based on the restrictions under those policies. A Return Authorization is required for all returns and can be obtained by calling anyone in the customer service group.

The return will be authorized once all information is obtained and reviewed.

- Complete RGA form. (Per Procedure for handling).
- TPE Management Approval
- A copy of the RGA will be provided to the shipper and **MUST** accompany the product being returned. Packages received without our proper paperwork will be returned to sender at sender's expense.
- All materials must be returned freight prepaid.
- All materials must be properly packaged to prevent damage in shipment.
- All products **MUST** be wiped and flushed clean of all chemicals, solvents or buffers and be warranted to be safe for handling. You will be requested to acknowledge the condition of the product being returned on the packing list and **include any applicable Safety Data Sheets (SDS)**. Any product received that is deemed to be unsafe for handling will be refused.
- A RGA for returning product for credit is effective for 30 days from the date of issue. After 30 days if the product has not been returned to Texas Process Equipment the RGA number will be cancelled. A new request must be made by the customer to continue with the return procedure.
- No equipment will be accepted beyond 90 days after date of shipment for credit.
- Only new, unused, and undamaged standard equipment will be accepted for return to stock.
- All credits are based on evaluation and acceptance of material as new and unused by Texas Process Equipment.
- A restock fee will be determined at the time the material is inspected.
- **An RGA number must be issued prior to returning any product to Texas Process Equipment.**

Additional conditions or exceptions:

- As most manufacturers do not permit returns of motors, electronic parts, special orders, or custom made or modified products, we must adhere to those policies. In

addition, several of our manufacturers do not permit returns for any reason, therefore, all sales of those manufacturer's products are final. All electric sales are final.

- **Parts used, installed, or discontinued will not be accepted for credit under any circumstances.**
- As such, when requesting an RGA you may be informed that the product is no longer returnable. We appreciate your support as we look to align our returns policy more consistently with our manufacturers / suppliers.

Returns for Warranty consideration:

Texas Process Equipment extends factory warranty consideration for only the products we supply. Warranty consideration is extended only regarding defects in materials and/or workmanship. Warranty considerations are subject to inspection and application review. **Products used "outside" of their intended or specified applications are not eligible for warranty consideration.**

For an item to be considered warranty the following requirements must be met:

- An RGA number must be requested and noted on the return shipment
- The required information on the RGA document must be complete and accurate.
- An SDS must be included with the returned shipment and must represent the process chemical that the equipment has been used with.
- The equipment must be completely decontaminated
- The shipment must be returned freight prepaid.

Product inspection may occur at Texas Process Equipment locations or at the factory from which the product was originally purchased. The decision for the inspection location is at the discretion of Texas Process Equipment. If the product is deemed to be warranty, the product will be repaired to "like new" condition or replaced at the discretion of Texas Process Equipment. While every attempt will be made to expedite the evaluation of returned products, no replacement will be made prior to the evaluation without the receipt of an appropriate purchase order or payment agreement.

Returns for Repairs:

- Complete RGA form. (Per Procedure for handling).
- TPE Management Approval
- A copy of the RGA will be provided to the shipper and **MUST** accompany the

product being returned. Packages received without our proper paperwork will be returned to sender at sender's expense.

- All materials must be returned freight prepaid.
- All materials must be properly packaged to prevent damage in shipment.
- All products **MUST** be wiped and flushed clean of all chemicals, solvents or buffers and be warranted to be safe for handling. You will be requested to acknowledge the condition of the product being returned on the packing list and **include any applicable SDS sheets**. Any product received that is deemed to be unsafe for handling will be refused.
- A RGA for returning product for repair is effective for 30 days from the date of issue. After 30 days if the product has not been returned to Texas Process Equipment the RGA number will be cancelled. A new request must be made by the customer to continue with the return procedure.
- If a repair has not been approved after 60 days, the equipment will be scrapped or subject to a storage fee.