

CHEMUNG SUPPLY CORPORATION (CSC); PRODUCT RETURN POLICY

CSC offers a 30-day return policy on most standard products sold. Restrictions apply to certain merchandise sold, as detailed below and as updated from time to time.

CSC customers may obtain any applicable updates to the product return policy from your sales rep, or sales manager. CSC customer service may also be contacted, at (800) 733-5508, for product return information.

1. Return Restrictions.*

- Defective Product Returns. Customer may return most *defective* Products directly to CSC within thirty 30 days of invoice date. All returns must have prior approval and be accompanied by a Return Merchandise Approval# (RMA). Customer may receive full credit, replacement, exchange, or repair for verified defective products returned within 30 days of invoice date. After thirty 30 days, from the invoice date, defective products may only be credited at CSC's discretion.

- Non-Defective Standard (stocked inventory item) Product Returns.

- a.) *Customer no longer requires the products* - Customer may return most *non-defective* Products directly to CSC within thirty (30) days of invoice date and receive, at Customer's option, credit or exchange, except that an automatic Seller restocking charge will reduce the value of any such credit or exchange by a minimum of twenty-five percent (25%) and customer is responsible for applicable return freight. After (30) days from the invoice date, products may be credited at CSC's discretion

- b.) *CSC shipped a part in error*, that was not part of the order placed by the customer. Customer may return the *non-defective* Products directly to CSC within thirty (30) days of invoice date and receive, at Customer's option, credit or exchange. After (30) days from the invoice date, products may be credited at CSC's discretion.

- Non-Defective Special (Non-stocked items) Product Returns - Products that are specially ordered are non-returnable.

2. Customer Shipment of Returned Merchandise.

- Return Merchandise Authorization (RMA) Number. No returns of any type will be accepted by CSC unless accompanied by a unique RMA number, which Customer may obtain by providing the following information to CSC Customer Relations: customer name, applicable invoice number, product to be returned, and details of Customer's issue with the product.

Customer has five (5) days to return a Product after the applicable RMA is issued. CSC reserves the right to refuse any UNAUTHORIZED returns: those that occur after the five (5) day period or those involving Products that are unaccompanied by valid RMA's.

- Returned Products Must Be Complete. All Products *MUST BE* returned one hundred percent (100%) complete, including all original boxes, packing materials, manuals, and other accessories provided by the manufacturer. CSC reserves the right to refuse the return of incomplete Products. In addition, CSC will charge a minimum twenty-five percent (25%) restocking fee for returns that are accepted.

- Responsibility for Shipping Costs. Customer is responsible for the cost of shipping returned items, except for instances where CSC shipped a part in error.

- Customer Shipping Insurance. Customer is strongly advised to purchase full insurance to cover loss and damage in transit for shipments of returned items and to use a carrier and shipping method that provide proof of delivery. CSC is not responsible for loss during such shipment.

3. Merchandise Damaged in Transit.

- **Refusal/Receipt of Damaged Products.** If a package containing items purchased from CSC arrives at Customer's address *DAMAGED*, Customer should *REFUSE* to accept delivery from the carrier. If Customer *does* accept delivery of such a package, Customer must: (i) note the damage on the carrier's delivery record so that Seller may file a claim; (ii) save, as is, the merchandise *AND* the original box and packaging it arrived in; and (iii) promptly notify CSC either by calling CSC Customer Relations or by contacting your sales representative to arrange for carrier's inspection and pickup of the damaged merchandise. If Customer does not so note the damage and save the received merchandise and does not so notify CSC within fifteen (15) days of delivery acceptance, Customer will be deemed to have accepted the merchandise as if it had arrived undamaged, and CSC's regular return policy, as described in sections 1 and 2 above, and all current manufacturer warranties and restrictions will apply.

4. Credits

Any credit issued by Seller to Customer under this return policy must be used within six (6) months from the date that the credit was issued and may only be used for future purchases of Product and/or Services. Any credit or portion thereof not used within the six (6) months period will automatically expire.

*** Discretion and deviations from the policy may be approved by Marc Stemerman after consultation with the salesperson.**