

Dear Valued Customer,

With the changing environment we are facing in the transportation industry, we are focused on restoring the quality of service that our customers have come to expect from TSLOTS by Bonnell Aluminum. To provide better service for our customers, we have reviewed and updated our shipping policies involving LTL PPY&CHG Shipments.

Updated Policies:

- For material that is eligible for return, Bonnell Aluminum's Shipping Department will manage the scheduling and pickup of all returns. Please contact your Inside Sales Rep and they will coordinate the return.
- Any items that are returned more than 30 days past the date of delivery will be subject to a Restocking Fee of 20% of the total price for each item being returned. All returned items will be subject to inspection to confirm the condition of the items. We will not issue credit for any items that are not in saleable condition upon return.
- We will not accept returns on items that are more than 90 days past the date of delivery. Customer buy backs will need to be authorized by your Regional Sales Manager.
- Any extrusion order that is credited to a customer's account without a return of the material will be subject to a deduction of the current market scrap value of the metal. We do not accept returns on cut extrusion.
- All shipments **must** be signed for at the time of delivery to be considered eligible for credit or return. All damaged or missing items will need to be noted on the Delivery Receipt (DR) at the time of delivery. If you are unable to inspect the entire package, please note "**SUBJECT TO FURTHER INSPECTION**" on the Delivery Receipt. This will ensure that any damaged items found later will be covered in a freight damage claim.
- We will not issue credit for any damaged or missing items that were not noted on the Delivery Receipt as damaged or missing at the time of delivery. All claims missing this information will be denied.
- If a shipment does not appear to be damaged but contains damaged or missing items, please report these items to your Inside Sales Rep within **five business days** of delivery. We will require pictures of the damaged material for any items that are not noted on the Delivery Receipt to process replacements. These types of orders will not be eligible for freight damage claims.
- Please note that any damage claims on orders that are shipped via Collect are to be coordinated directly with the carrier.

We are grateful for your continued support and trust in TSLOTS. We value our relationship with your company and appreciate your business. Please contact your Regional Sales Manager or Inside Sales Rep for more information regarding our material return policy.

Respectfully,



Randy Johnson  
TSLOTS Sr. Brand Manager