



100% Customer Satisfaction Guarantee Reseller Policy Document

In order to better serve our customers, we have established the following guidelines to facilitate the administration of our 100% Customer Satisfaction Guarantee for Consumables, Inkjet Media, Textiles and Liquids. All of the information needed for smooth RMA and credit transactions is detailed in this document.

Please note: products can be no more than one year beyond their production date (as indicated by their lot code which is designated on the roll of material) to be eligible for return within the guidelines stated below.

Remember that an RMA number must still be issued by our Customer Service department for any product being returned to Neschen Americas.

Satisfaction Guaranteed Return Types

Quality Defects

a. Maximum of two rolls of material with a value of \$2,500 or less

A credit will be issued to the customer within 48 hours of our receipt of a sample of the defective material.

b. Three or more rolls of material or an order value of greater than \$2,500

We will provide the customer with a course of action based on the following two scenarios within 48 hours of our receipt of the defective sample.

1. Destroy in field – Customer will be asked to dispose of the defective material and a credit will be processed at the time of communication.
2. Rolls to be returned – This occurs when the entire lot of rolls needs to be returned to Neschen Americas for an evaluation of the defect. A credit will be issued to the customer within 48 hours of our receipt of the rolls.

Stock Rotation

a. Reseller Stock Rotation

A credit will be issued to the reseller within five business days of our receipt of the returned product. The product must fall within the detailed stock rotation guidelines noted below:

1. Stock rotations must be made within six months of the original purchase from Neschen Americas (a maximum of two stock rotations per year).
2. We ask that the reseller provide the lot codes for each roll being considered for stock rotation. These lot codes will be used to determine the roll's production date, which must be within one calendar year of the requested return. Any rolls produced outside of this one year time frame will not be considered for a stock rotation credit. Customer Service will communicate any discrepancies to the appropriate Neschen Americas Sales Representative, and Sales will communicate them to the Reseller.
3. A 20% restock fee will be applied to all stock rotation returns. A reseller placing an offsetting purchase order of equal or greater value than the stock rotation request will be exempt from this restock fee. The offsetting order must be placed at the same time the rotation request is made to qualify for exemption from the 20% restock fee.
4. The reseller requesting the stock rotation will be responsible for the returned product's freight costs. If products being returned as part of a stock rotation arrive at Neschen Americas with freight damage they will be refused at our dock upon attempted delivery.
5. A \$15.00 re-box fee will be applied to all rolls requiring repackaging for resale. We will notify the reseller within 48 hours of our receipt of the returned product of the total re-box fees that will be applied to their stock rotation credit.
6. Only SEAL or Neschen brand products will be considered for stock rotation returns. Equipment, Eco Board, private label items, special orders products, container orders, specialty products, special cuts, discontinued and obsolete items are not eligible for stock rotation returns. Please refer to the Neschen Americas Terms and Conditions of Sale page of your price book for information on our Equipment Warranty.
7. We will only issue credit for product that can be restocked and resold.

Freight Damage

a. Product value not exceeding \$2,500

1. We will ask the customer to provide us with digital photographs of the damage and we will issue a credit within 48 hours of our receipt of the pictures.

b. Product value exceeding \$2,500 and the product is received by the customer

1. We ask that the customer provide us with digital pictures of the damage and we will issue a credit within 48 hours of our receipt of the pictures.
2. The Neschen Americas Shipping Department will contact the appropriate carrier to set up a freight claim inspection.

c. Product value exceeding \$2,500 and the product is refused by the customer

1. The customer will be asked to provide a fax copy of the packing list refusal and a credit will be issued within 48 hours of our receipt of the fax.
2. Our Shipping Department will contact the appropriate carrier to set up a freight claim and arrange to have the damaged materials returned to Neschen Americas.
3. We will process a replacement order at the time of the customer's initial notification of the freight damaged order.

Please contact your Sales or Customer Service Representative if you have any questions about this policy.