

2. RECEIVING YOUR TANK

Upon receipt of your tank, INSPECT IMMEDIATELY for obvious defects. Parts and accessories are often secured and/or shipped inside the tank. Open the packages, inspect and account for all parts against the packing slip. Any damage or discrepancies should be noted on both the driver's delivery copy and your packing list. We urge you to IMMEDIATELY NOTIFY your Authorized Distributor of any problems.

DAMAGED MERCHANDISE OR OTHER PROBLEMS - Failure to report damaged/lost merchandise within the time limitations may mean you relinquish your rights to claim. Always inspect your merchandise on the day you receive it, because damage or loss can occur in transit. Obvious damage should be noted on the freight bill or shipping invoice and the driver should initial the notation. Hidden damage must be reported to the carrier within THREE (3) WORKING DAYS. Any damaged/lost items can be reported to your Authorized Distributor or directly to Poly Processing, and we will work to repair or replace the damaged or missing product as quickly as possible.

Poly Processing Company Customer Support Departments:

Monroe, Louisiana
Ph (318) 343-7565
(Toll-Free) 1-866-590-6845
Fax (318) 343-9679
sales@polyprocessing.com

French Camp, California
Ph (209) 982-4904
(Toll-Free) 1-877-325-3142
Fax (209) 982-0455
sales@polyprocessing.com

3. RETURN MERCHANDISE

Poly Processing Company *cannot* accept used containers at its facilities for safety and liability reasons.

However, to return *unused* merchandise and ensure your receiving proper credit, please do the following:

- Contact your distributor or PPC Customer Service and obtain a PPC Return Merchandise Authorization (RMA) number. Have your packing slip available for any needed information.
- Use the RMA number on all return shipping paperwork and all correspondence.
- Return the merchandise *prepaid*. Freight collect shipments will be refused.

Upon receipt, PPC will inspect the merchandise and issue appropriate credit. A restocking fee may be assessed, particularly on products "made and fitted to order."