

QSR-132: PRODUCT RETURN REQUEST (instructions included with each section)

Returns Must be Authorized in Advance! (Section 2, Below)

Products are not eligible for return after six months from date of purchase. Only unopened, full drums of product, sold by CH₂O, Inc. will be eligible for return (*partials only accepted if product is defective*). All containers must be properly sealed and labeled for transport.

Credit for returned product will be given in accordance with the following schedule, subject to quality testing.

<u>REASON FOR RETURN</u>	<u>RESTOCKING FEE</u>	<u>CREDIT</u>
Client Requested Return	Client pays freight on return; fee optional	100% product, no freight
CH ₂ O Error	None, CH ₂ O pays freight	100% + freight
Defective Product	None, CH ₂ O pays freight	100% + freight

In the event that multiple products are to be returned, use a separate QSR 132 form for **each** product.

SECTION 1: Originator: _____ Date: _____
Customer: _____
Original Order #: _____ Date: _____ Invoice #: _____
Product Name: _____ CPX Code: _____
Quantity & Size: _____ Lot #: _____
Credit Requested: _____ (\$ for product) _____ (\$ for freight)
Container Open: ___ Yes / ___ No, CH₂O Error: ___ Yes / ___ No, Defective Product: ___ Yes / ___ No
Restocking Fee: _____ (\$ to charge) Charge client for return freight: ___ Yes / ___ No
Date Ready For Pick-up: _____
Reason for Return: _____

Submitter shall complete this section thoroughly and forward it to the Technical Services Manager (TSM). TSM will complete a QSR-131 for any CH₂O Errors, and forward to the pertinent manager for review. **CH₂O Error:** a return of product due to defect by CH₂O, delivery error by CH₂O, or error in order fulfillment by CH₂O.

SECTION 2: Approved By: _____ Serial #: _____

NOTES: _____

CHEMICAL / LAB PRODUCTS: Technical Director or General Manager will approve.
EQUIPMENT PRODUCTS: Equipment Manager will approve.
Manager will respond and return the form to the TSM, who will log the return and forward it to the Plant Manager.

SECTION 3: Return Carrier: _____

NOTES: _____
The Plant Manager will determine and document the best return method, and forward form to the Financial Manager (FM).

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SECTION 4: Return B/L Generated By: _____

The FM creates order (B/L) for the return & forwards that & the QSR-132 to the proper department to effect the return.

SECTION 5: Received By: _____ Date: _____

Qty./Size/Lot # (if different than described above): _____

Inspected By: _____ Date: _____

NOTES: _____

If chemical container is opened/not sealed, log into MPA system. MPA Log #: _____

Manager will mark return with "HOLD FOR INSPECTION" tag, places return in the Quality Hold area, logs receipt on QSR-132 form, notes any discrepancies from Section 1 information, inspects product, and logs into MPA system if pertinent.

SECTION 6: Return Processing Instructions: _____

Return to Inventory: _____ Quantity: _____ Do Not Return to Inventory: _____

By: _____ (Technical Dir. or Equipment Mgr.)

Manager completes Section 6, marks the product with proper tag (approved, rework, waste), signs their approval, and forwards form to the Financial Manager (FM).

SECTION 7: Credit issued/inventory adjusted:

Return Freight: \$ _____ Credit Memo #: _____

Date: _____ By: _____

NOTES: _____

FM will complete section 7 information (credit client and inventory), sign and date the form, include comments if necessary, and forward the form to the TSM who logs the form completion and retains the original.