



NATIONAL REFRIGERANTS, INC.

11401 Roosevelt Boulevard, Philadelphia, PA 19154

WARRANTY AND RETURN GOODS POLICY

Conditions for acceptance of a warranty claim:

- 1) Product must be a National Refrigerants, Inc. (NRI) product or a product sold by NRI.
- 2) Tamper-evident valve seal must be intact. In the event the nonconformity was discovered after the seal was removed, NRI will inspect the product to determine whether the product qualifies for a warranty claim.
- 3) If any refrigerant has been removed from a cylinder and it is determined by NRI that the cylinder is nonconforming, a credit will be issued for the amount of refrigerant remaining in the cylinder.
- 4) Nonconforming product must be returned within 2 years from the date of purchase.
- 5) Product must be shipped prepaid to NRI.
- 6) No warranty claims will be honored for product damaged after receipt by purchaser.
- 7) Warranty returns will only be accepted from the original purchaser of the product. All credits for nonconforming product will be issued to the original purchaser's account. If the cylinder(s) is determined to be in conformance, the customer may receive credit for any product remaining in the cylinder minus any handling and analytical fees.
- 8) All returns must be pre-approved for return by an NRI representative.

Procedures for returning product for a warranty claim:

- 1) Original purchaser must call NRI at (800)262-0012 and request a Return Goods Authorization (RGA) number.
- 2) NRI will require the following information prior to issuing a RGA number: confirmation that product was sold by NRI; size, type and quantity of cylinders to be returned; suspected reason for nonconformity.
- 3) NRI representative will issue an RGA number and mail a copy of the RGA form, a RGA tag for each cylinder to be returned and instructions for returning the product to NRI.