

## 3M Electrical Markets Division Returned Goods Policy

### Return of Merchandise:

Return of merchandise will be considered based on the reason for return and the conditions below:

1. All returns and debits must be pre-authorized, in writing, by your 3M Customer Service Representative (CSR), only.
2. To submit your return request, complete the 3M Return Goods Request (RGR) form found in 3M's price pages or obtained from your CSR. Product description, date of purchase, PO/Invoice numbers are required for each product. Request made without this information will be denied.
3. All Returns must be a minimum of \$100 in total value unless a 3M error.
4. Only products in salable condition will be considered for return. Product received in non-salable condition, in 3M's sole determination, will not be returned to you but destroyed with no credit issued. 3M reserves the right to judge salability.
5. Your 3M CSR will evaluate your request and provide a Return Goods Authorization number, which will authorize the return. The RGA form must accompany the return shipment.
6. 3M should receive the material within 60 days of the authorization or the return is void.
7. Credit for return goods will be satisfied with the issuance of a 3M Credit memorandum only. Deductions made against return goods are not allowed. The credit memorandum will be issued by your 3M CSR following receipt of the return material.
8. Fax request to: 3M Austin Center, Electrical Products Division Customer Service at 1-800-245-0329.
9. All returns must be in compliance with this written policy.

Reason for Return	Credit Issued and Fees Assigned
<b>A. 3M Error or Product Under Warranty</b>	100% credit or replacement product if CSR is notified within 30 days of 3M ship date
<b>B. Product Quality Failure</b>	100% credit, through Division's complaint handling system, will be issued upon receipt of product. Freight paid by 3M
<b>C. Quarterly Inventory Return</b>	
- If the return is in it's original full master case	100% credit of net invoice value, freight paid by Distributor
- If the return is in it's intermediate packing but not in it's full master case	25% restocking charge will be applied. Freight paid by Distributor
- Product purchased more than 12 months prior to return	No credit will be issued under EMD's standard return goods policy. Contact your local Sales Representative
- Opened inner or intermediate pack boxes or bags	
- Used product or product with missing parts	
- Product with an expired shelf life	
- Fire Protection Products in Customer's possession greater than 3 months.	
- Products purchased under a promotion	
- Non-standard products or Made-to-order specials (not in price pages or catalog)	
- Product purchase date that cannot be confirmed by a PO/Invoice number	
- Product returned without prior written approval from a CSR	