



Policy

Best Environmental Technologies will:

- Accept product returns if certain conditions are met:
 - Client must notify the selling distributor of his intent to return product
 - No returns will be accepted after October 31 of the year in which it was purchased
 - No product will be accepted after the product expiration date
 - All returns/refunds/exchanges must be recorded on a Purchase Agreement form
- Give credit for the returned product in the form of:
 - A credit toward next year's product purchases, or
 - An exchange for another Best product (excluding freight charges)
- If a cash refund is requested, it requires:
 - Approval from Head Office after consideration on a case-by-case basis; and
 - A 10% shipping and handling charge (of the value of the returned product) will be deducted from the refunded amount (if approved)
- Not accept any returned products from any international distributors

Distributors are required to:

- Receive returned goods
- Ensure pallets are tagged with Distributor's last name
- Confirm that the packaging (boxes, jugs, pails, totes, etc.) are in new condition – and have not been tampered with
- Receive the returned product and put it into his/her inventory
- Report the receipt of said product(s) to Head Office
- Keep the District Sales Manager fully informed about any product return requests

Best Return Policy

November 1, 2013

Special Note:

When a customer has experienced a catastrophic event that results in them not being able to use the product, the Distributor is to work with the Regional Sales Manager to provide a recommendation to Edmonton Head Office. The recommendation will be reviewed by the Senior Management Team and the outcome of the decision communicated to the Regional Sales Manager.