

PENBERTHY

general information

Section 100
Stock Exchange 111
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For: RETURNED GOODS AND CANCELLATION CHARGES

RETURNED GOODS AND CANCELLATION CHARGES

These guidelines should be read in conjunction with marketing bulletin 110, Annual Stock Exchange Program and apply when a customer wishes to return or cancel an item because of error made during ordering.

1. Normal Stock Product / Quick Ship items

Items, which are part of Penberthy's Quick ship, program. Reference Marketing Bulletin 102.

Restocking Charge: 25% of order value, **or** 15% with an order of equal value. All goods must be returned within 10 working days of shipment date.

2. Standard Product.

Items, which have a normal lead-time, are a single item listed in the price book and are made from Cast Iron, Bronze, Carbon, or 304/304L, 316/316L Stainless steel. Reference marketing Bulletin 103.

Restocking Charge: 65% of order value, **or** 50% with an order of equal value. All goods must be returned within 45 days of shipment.

3. Non Standard Product.

Any item in the product group typical of the items listed below and which is made to customer specification and is not one of the items shown in the foregoing.

Gauge and Valve Assembly except for item in quick ship program
All products made from material other than, Carbon Steel, 304/304L, 316/316L Stainless Steels
All Magnetic Level Gauges
All Penberthy-Gilco Gauges and systems

Cancellation charges:

Within 24 hours of receipt of order	No Charge
Completion of engineering	10% of order value
25% Complete	75% of order value
26% or more complete	90% of order value

All cancellation charges will be subject to approvals by Product Manager and Domestic or International Sales Manager. For orders with a sales dollar value more than \$5,000.00 will be subject to approvals of President or in his absence Chief Financial Officer.

4. Levelmark Product

35% on all components except special probe materials. Special probes will be 35% minimum to a maximum of 90% based on evaluation by product manager and must be returned within 45 days of shipment.