



**TYSON TOOL COMPANY LIMITED**  
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## **PRODUCT RETURN POLICY**

This policy/procedure defines the guidelines for returning products purchased by a Customer to Tyson Tool. The conditions below for return of products shall apply only to standard products. Special items may be not returned or exchanged except for situations involving product defects or incorrect shipments by Tyson.

### **A) Conditions of Return – Products**

- Returned items must be a current Tyson standard stocked product.
- All product returned is at the expense of the customer unless it has been determined by Tyson Tool that a shipping error has occurred.
- Products must in original full packaged quantities and in a condition that will allow immediate restocking and resale upon receipt of product.
- All returned items must have been purchased within the previous 12 month period, from the date of return. All items returned within 10 days of shipping date are subject to full refund, if they are standard product, if original packaging is present and in good condition and all items are unused. All items returned within 30 days from date of shipping are subject to a 15% restocking charge. All items returned after 30 days of receipt are subject to a 20% restocking charge.
- A copy of the original invoice or the original invoice number must be provided with the returned product.
- Standard products that have become obsolete by Tyson Tool are subject to review and may be rejected upon receipt of the return by Tyson Tool.
- Special products may not be returned to Tyson Tool for credit, except for quality reasons and/or to be reworked.
- Any broken product packages, marked, defaced labels and/or packages will be rejected for return credit by Tyson Tool.
- Returned products must be properly packaged for shipment. Any carrier damage is the responsibility of the customer.
- All returned products are subject to inspection prior to credit approval and may be rejected at that time.
- Returned products, which do not conform, will be returned to the customer at their expense.