



CONTAINER AND PRODUCT RETURN POLICY AND PROCEDURES

Arrangement for return of cylinders to Reddick Fumigants for any reason must be made with Reddick Fumigants customer service (800-358-8837) prior to shipping. Reddick Fumigants customer service will provide shipping instructions for return of cylinders. Reddick Fumigants will pay return freight charges provided directions from Reddick Fumigants customer service are followed. Exceptions to this are noted below. If cylinders are returned without approval from Reddick Fumigants customer service, any fines or increased freight charges will be charged to the shipper. Any eligible credits will be determined based on Reddick weights of returned product.

Return of Unused/Unopened or Opened Product --

- Methyl Bromide - Soil products: Only material returned within 2 years from ship date will be eligible for credit. Credit will be issued at the rate of 80% of the purchase price. Return freight charges may be charged back to the shipper for return of full cylinders.
- Methyl Bromide - 100%: There will be no credit for unused product. Return freight charges may be charged back to the shipper for return of full cylinders.
- Telone: Only material returned with 12 months from ship date will be eligible for credit. Credit will be issued at the rate of 80% of the purchase price. Return freight charges may be charged back to the shipper for return of full cylinders.

Return of Alleged Defective Product or Packaging--

- Reddick Fumigants customer service should be contacted immediately upon learning of alleged defective product or packaging.
- A "Notice" tag will be sent out and must be attached to the cylinder(s) in question.
- Outcome of complaint resolution will determine the level of credit to be given.
- Failure to follow these procedures will result in returned product being treated as return of unused product (see above).

Effective July 1, 2007
Revised January 1, 2010