

TenCate Advanced Composites-USA Return and Credit Policy

- A. Should a customer be in possession of material that does not meet the specification for the products at hand, the customer must first contact their TenCate Advanced Composites – USA (TCAC-USA) Technical Sales Representative to alert them of the issue.
- a. To be accepted by TCAC-USA, return requests must be made within 30 calendar days from the invoice date for the material. Beyond 30 calendar days, TCAC-USA reserves the right to not authorize any return and/or subsequent credit.
 - b. If the material meets the customer’s or TCAC-USA product specification (whichever controls the purchase of the material in question), then no return will be authorized.
 - c. Should the nature of the complaint revolve around shelf life, tack and/or handling properties of any material, then the customer must furnish TCAC-USA with a detailed summary of the room temperature out time the material has been exposed to.
 - d. Should the material be beyond its shelf life (frozen or room temperature) then no return shall be authorized
- B. Your salesperson will then coordinate efforts with TCAC-USA Quality Assurance Department to assess the nature of the material rejection and return request. At TCAC-USA request, they may ask the customer to send back, at the customer’s expense unless authorized by your TCAC-USA representative, some or all of the material to be sent back for evaluation or a TCAC-USA representative may elect to visit your facility to assess the issue. The Quality Assurance department will then inspect the material in question to assess if a return or credit is justified. Should TCAC-USA Quality Assurance Department find the material to be within specified general quality parameters and/or specification parameters, then no return will be authorized and the material will be sent back to the customer, at the customer’s expense.
- C. If TCAC-USA has determined that a return and/or credit is due, then TCAC-USA will provide the customer with a Returned Material Authorization Number (RMA) under which TCAC-USA may elect, at its option, to have the product sent back to TCAC-USA, at TCAC-USA expense.
- D. If a credit is due, TCAC-USA will issue this to the customer within 60 calendar days from the date the RMA was issued by TCAC-USA.
- a. In the case of a credit situation, TCAC-USA reserves the right to replace the material or issue a credit to the customer
- E. Unless otherwise agreed to by TCAC-USA in writing, all products will be shipped to the Customer Free on Board (FOB) from the TCAC-USA manufacturing facility. Therefore responsibility and ownership of the product transfers from our control to the customers once it leaves our dock.

Unless the shipping and freight payment methods are specified by the Customer, TCAC-USA will choose the appropriate shipping method and ship the product FOB TCAC-USA facility. TCAC-USA will then prepay the freight costs and add it to the invoice for your order. Customers who do not have insurance to cover “In Bound Freight” should elect to ship their products with additional insurance. Should there be a problem and goods become damaged during transit the claim needs to be made to the Freight Carrier/Forwarder by the Customer.

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Registered
AS 9100



- F. TCAC-USA is not responsible for material losses incurred during the toll impregnation process of customer supplied goods. The customer will be billed on input fabric quantity and not prepreg yield quantity for all toll impregnation purchase orders.
- G. TCAC-USA will certify materials for 6 months from Date of Shipment (DOS) or as qualified and required by the applicable specification.

TCAC-USA will retest upon request (for a fee) and provide a certified test report with test results for the customer to use in their MRB process to internally extend the shelf life of product but we TCAC-USA will not re-certify the product. Should testing have not been performed on the material prior to its original shipment to the customer, then re-testing will not be an option.

Exceptions to this policy must be approved by the VP & COO or Group President

Note: Shipments that are shipped with “Prepaid and Add” freight terms will have an additional 10% added to the freight charges as a Handling Fee.