



# Returned Goods Authorization (RGA) Policy

---

## OUR GOAL:

A clear, concise, flexible, and fair return policy that provides Carboline customers with the security of knowing what to expect with respect to returned goods.

## POLICY SUMMARY:

Carboline understands that from time-to-time material returns are part of doing business. While Carboline is open to returned goods, all returns must be (1) in DOT compliant, legally packaged containers and (2) authorized by Carboline in advance with no exceptions. This material will be shipped on a bill of lading and must comply with all applicable DOT regulations. All material received shall meet the requirements of Title 49, Code of Federal Regulations (49 CFR), Parts 171-180. This policy excludes all fireproofing materials.

## A SUMMARY OF THE RETURN POLICY IS AS FOLLOWS:

- In cases of confirmed defective material or instances where Carboline has shipped a product, color, or size other than was ordered, Carboline will issue 100% credit and arrange and pay for 100% of return freight.
- Credit for returned goods of Carboline coatings will be issued for unopened, undamaged containers and/or cartons in salable condition (exceptions below). Carboline will pay 100% of freight cost for these approved returns. These returns are subject to acceptable condition as determined by inspection upon receipt.
  - A 20% re-stocking fee applies for all RGA's (non-Carboline errors)
- Carboline believes this is the most customer-centric return policy in the industry. Unfortunately, we cannot accept returns of:
  - RTS / Tinted Material
  - Custom Colors
  - Made to Order (MTO)
  - Used Solvent
  - Contaminated/Mixed Material
  - Empty Cans
  - Nuclear Grade Products
  - Expired Products
  - All Other Unauthorized Materials
- All returns shall be sent to a Carboline Distribution Center or Regional Service Center. Return location is at Carboline's discretion and will be noted on the return paperwork and BOL.
- If unauthorized material arrives at Carboline, a processing fee of \$40 per gallon will be assessed to the sender.



# Returned Goods Authorization (RGA) REQUEST FORM

Please fill out this form completely.

CARBOLINE USE ONLY  
RGA #

E-mail this completed form with a copy of your Carboline Invoice (if available) to [customer.support@carboline.com](mailto:customer.support@carboline.com).

Carboline Customer Service will contact you to provide the RGA.

## CONTACT INFORMATION:

Company Name : \_\_\_\_\_ Submittal Date: \_\_\_\_\_

Contact Name : \_\_\_\_\_ E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Order/Invoice/Purchase Order #: \_\_\_\_\_

Present Location of Material if different than address above: \_\_\_\_\_

All returns must be shipped back within 30 days after receiving the RGA Order and BOL. RGA will be voided after 30 days. For additional information, contact Carboline Customer Service by e-mail at [customer.support@carboline.com](mailto:customer.support@carboline.com). If unauthorized material arrives at Carboline, a processing fee of \$40/gallon will be assessed to the sender.

### Product Return Information:

Product Name : \_\_\_\_\_

Batch Number(s): \_\_\_\_\_

Quantity (units, not gallons): \_\_\_\_\_

**1** Reason for return: \_\_\_\_\_

\*Provide detailed comments below related to your return. This information will help the processing of your RGA.



# Returned Goods Authorization (RGA) REQUEST FORM

## Product Return Information:

Product Name : \_\_\_\_\_

Batch Number(s): \_\_\_\_\_

Quantity (units, not gallons): \_\_\_\_\_

**2** Reason for return: \_\_\_\_\_

\*Provide detailed comments below related to your return. This information will help the processing of your RGA.

## Product Return Information:

Product Name : \_\_\_\_\_

Batch Number(s): \_\_\_\_\_

Quantity (units, not gallons): \_\_\_\_\_

**3** Reason for return: \_\_\_\_\_

\*Provide detailed comments below related to your return. This information will help the processing of your RGA.

## Product Return Information:

Product Name : \_\_\_\_\_

Batch Number(s): \_\_\_\_\_

Quantity (units, not gallons): \_\_\_\_\_

**4** Reason for return: \_\_\_\_\_

\*Provide detailed comments below related to your return. This information will help the processing of your RGA.



# Returned Goods Authorization (RGA) REQUEST FORM

## Product Return Information:

Product Name : \_\_\_\_\_

Batch Number(s): \_\_\_\_\_

Quantity (units, not gallons): \_\_\_\_\_

**5** Reason for return: \_\_\_\_\_

\*Provide detailed comments below related to your return. This information will help the processing of your RGA.

## Product Return Information:

Product Name : \_\_\_\_\_

Batch Number(s): \_\_\_\_\_

Quantity (units, not gallons): \_\_\_\_\_

**6** Reason for return: \_\_\_\_\_

\*Provide detailed comments below related to your return. This information will help the processing of your RGA.

After submittal to Carboline, the form will be returned to you with comments regarding whether material is eligible for credit or if processing fees will apply. You will be requested to respond back to Carboline, informing us of the items you want to return and we will create the RGA order and Bill of Lading (BOL) with instructions for how you will schedule the shipment back to Carboline. The return must be shipped back within 30 days of receipt of the RGA Order and BOL or the RGA will be void.