

# Stock Return Packaging, Carrier Freight Damage Procedures and Missing Items

## Comfortex Stock Return Packaging, Carrier Freight Damage Procedures and Missing Items Policies

### STOCK RETURN PACKAGING

1. All stock returns, including fabric, rail and components must be returned in the original packaging/box to insure the best condition to inspect for credit.
2. No partial boxes will be accepted without prior approval from Comfortex.
3. Fabric and rail must be palletized to eliminate freight damage.
4. Only items approved for return will be considered for credit. If the return was for overstock materials, the credit will be 50% for any items not previously approved for return.

### FREIGHT DAMAGE PROCEDURES

1. All damaged stock must be signed for as damaged upon receipt of shipment. Freight carriers will not refund if the damage is not documented on the Bill of lading by the Receiver.
2. Inspect the shipment and hold all damaged items.
3. Contact Comfortex within 30 days to obtain a return authorization. No credit will be issued prior to the Trucking Line's inspection of damaged goods.
4. Comfortex will submit a Damage Claim to the freight carrier.
5. The freight carrier will visit the dealer to inspect the damage within 15 days of notification.
6. If the damaged goods are not available for inspection, no credit will be issued.
7. Upon notification that the damage claim will be paid, or no more than 30 days have passed, Comfortex will issue the credit to the Dealer.
8. If the stock was signed for as clear (with no damage), an RGA will be set up to return all damaged stock to Comfortex. Credit will be issued upon inspection only.

### CONCEALED DAMAGE

1. Concealed damage must be reported to Comfortex within 12 days of receipt of shipment.
2. Freight carriers will not accept concealed damage claims that are not brought to their attention within 15 days.
3. Comfortex will then issue the Dealer a Return Authorization. No credit will be issued prior to the Trucking line's inspection of damaged goods.
4. The freight carrier will visit the Dealer to inspect the damage within 15 days of notification.
5. If the damaged goods are not available for inspection, no credit will be issued.
6. Upon notification that the damage claim will be paid or no more than 30 days has passed, Comfortex will issue the credit to the Dealer.
7. If the concealed damage is reported after 12 days, but no more than 30 days from receipt, Comfortex will issue an RGA for the return of the damaged stock, credit will be upon inspection.

### MISSING FROM SHIPMENT

1. All shipments missing items must be signed for "Short" and reported to Comfortex within 30 days.
2. Upon request, Comfortex will book a new order for any missing items and a RGA for the value of the missing items. The RGA will not be booked as immediate credit, so that the trucking line has time to

search for the missing stock.

3. The trucking line has 30 days to search for the missing items and ship them to the Dealer.
4. If the Trucking Company finds the items, they will automatically deliver them to the Dealer.
5. If the Dealer has already re-ordered and received in the replacement stock, they can either keep the found stock and pay for the additional items, or refuse shipment on the found items, and have them shipped back to Comfortex. If found and kept, the RGA for the credit will be cancelled.
6. Once 30 days have passed with no missing items found, Comfortex will issue the credit for the missing items. Or, if items have been delivered, RGA will be cancelled.

To better service our customers, Comfortex reserves the right to make changes to this policy without notice. If you have any questions regarding this policy, please contact Comfortex Customer Service at (800) 843-4151 or [customer care@comfortex.com](mailto:customer care@comfortex.com).