

Annual Inventory Rebalancing Return Program

Prolon realizes that every market has different needs, which is why we offer a unique annual inventory rebalancing return program available to our distributors for products purchased within the previous 24 months. Should you find that any of your Prolon inventory is slow moving or does not best fit the needs of your particular customer base, you may return the excess inventory in exchange for a replacement order for additional Prolon products of equal or greater value. Restocking fees will be waived for the Product(s) returned however customers will be responsible for any related freight charges.

Below is the process to request your inventory rebalance return:

- (1) Contact Prolon** customer service at 1-877-9PROLON (1-877-977-6566) or via e-mail at orders@proloncontrols.com. You must have in your possession the **Purchase order or invoice number, Part number** of the returned Product(s) and the replacement order. A Prolon representative will initiate a service request.
- (2) Return Product(s):** The RMA form will be issued for all Product(s) approved under the program. Prolon will provide return paperwork which needs to be included in each box along with the Product(s). You are responsible for and must prepay all freight charges, as well as assume all risk of loss or damage to the Product(s) while in transit to or from Prolon.
- (3) Credit:** The credit will be issued once the replacement order was shipped and the Product(s) were received and inspected. Credit is based on the condition of the Product(s) received by our factories. Prolon reserves the right to apply a restocking fee of 15% if original packaging is open.

TERMS AND CONDITIONS

Returned Product(s) must be new and unused, and must be in saleable condition when they are received by Prolon for credit to be given.

A restocking fee may apply in situations where the received Product(s) does not qualify under the inventory rebalance return guidelines published in this document.

If your warranty is voided due to accident, tampering, dropping, lightning, water, condensation, abuse, misuse, flood, fire, earthquake or other external causes not covered by warranty, all inspection, evaluation and repair activities are subject to hourly rates.

All returned Product(s) should be packaged appropriately to prevent damage. Seller reserves the right to refuse any returned material if improperly packaged.