



**FRICTION SYSTEMS
FREIGHT & RETURN POLICY
EFFECTIVE Sept. 1, 2008**

FREIGHT POLICY

Friction Systems has no minimum order policy. Attached is a map that shows the minimum order to qualify for free freight. Trimat products do not qualify for free freight nor can they be combined with order totals for Friction Systems products to meet the prepaid level. The Eastern US and Canada will be given a 7% freight allowance, there is no prepaid level. Any Order to these areas will be given 7% of the total order value towards freight and any remaining charges above that amount will be billed on the invoice for the shipment.

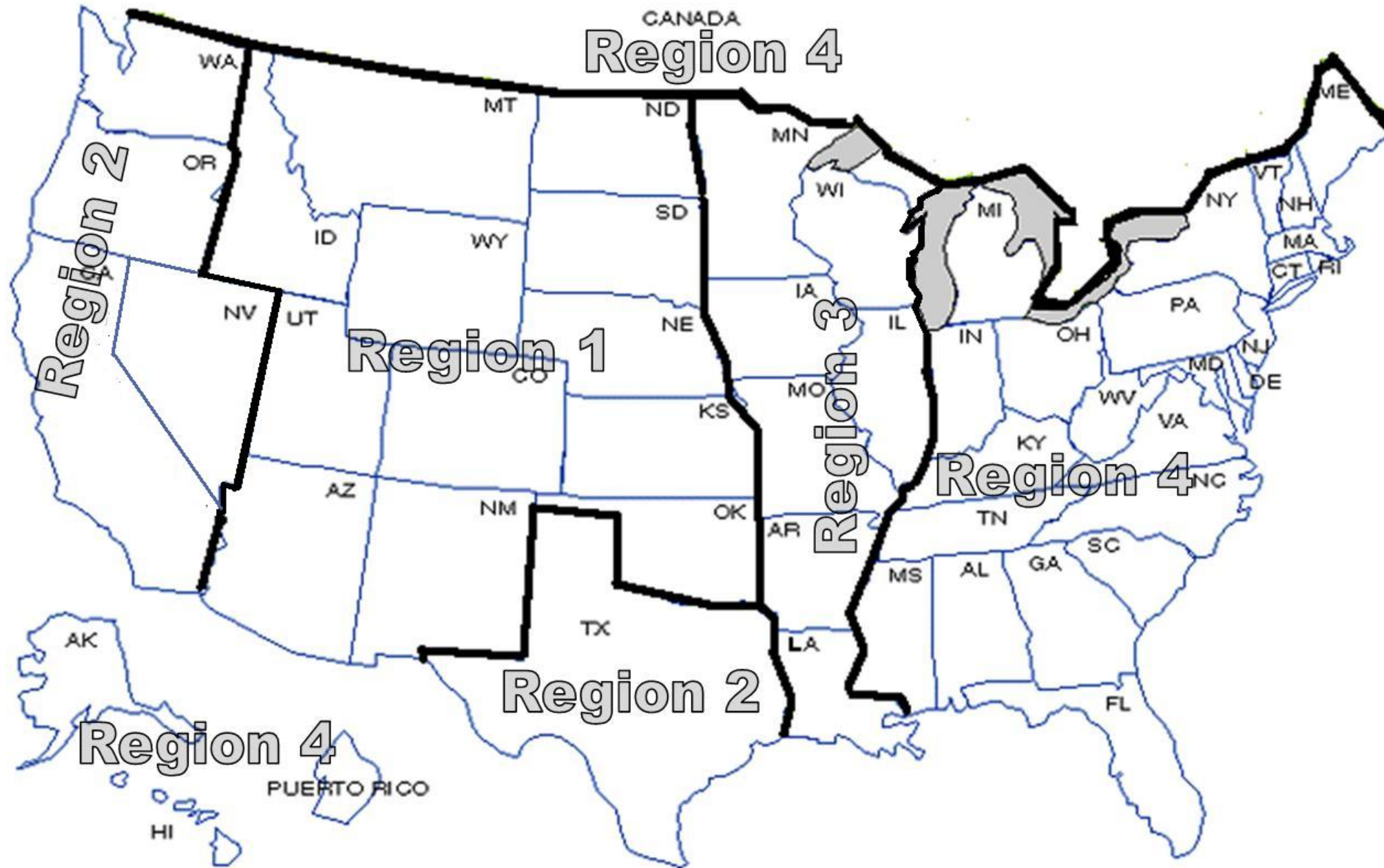
RETURN POLICY

Customers who wish to return any product must first request an RGA (returned goods authorization). Any product returned **must** be accompanied by the RGA paperwork. Annual returns are limited to 5% of the previous 12 months purchases. A 15% Handling / Restocking Fee will be applied to all Returns. All Returns must be returned Freight Prepaid unless otherwise stated on the RGA Form. Credit will only be issued for products received in re-sellable condition. Please ensure that returns are packaged for shipment to protect the product and the Original Packaging so that it is received in re-sellable condition.

DAMAGE/WARRANTY POLICY

Damage or warranty claims will be settled via credit issued to the customers account. Customers who need replacement stock will need to reorder.

TO OBTAIN AN RGA PLEASE CALL 877-437-4832



Region 1-\$2000 Region 2-\$2500 Region 3-\$3000 Region 4-7% Freight Allowance