

**LAUFER VALVE TECHNOLOGY INC.**  
**Hygienic Shutter Valves & Pigging Systems**

**RETURN POLICY**

1. This Policy is intended for returns that are not covered by product warranty; and pertains to:
  - a. wrong valve/product/ part was ordered,
  - b. customer canceled order, etc.
2. **Standard parts/products that have been placed in operation (used), regardless the duration of such usage, will not be accepted for return and processed under this Policy.**
3. Standard parts/products returned without the RMA number will not be processed under this Policy.
4. Standard parts/products (unused) not identified as to be returned within 14 days of delivery date, will not be processed under this Policy.
5. Before returning any product, the Purchaser shall contact Laufer Valve Technology Inc. for a Returned Material Authorization Number (RMA#) **within 14-days after delivery**. The RMA number is necessary to properly facilitate the return.
6. Type of Return Restocking Charge for standard products, which were unused and identified within 14 days of delivery:
  - a. Unused standard valve(s) and standard parts, **with a replacement order** (of equal or higher value of the item being returned) - The credit issued will be equivalent to 80% of the original PO value (excluding packaging and transportation cost)
  - b. Unused standard valve(s) and standard parts, **without a replacement order** (of equal or higher value of the item being returned) - The credit issued will be equivalent to 65% of the original PO value (excluding packaging and transportation cost)
7. **Special customized valves and pigging launching-/receiving, or pigging product pushing out stations, are not returnable anymore** for any work in progress items (usually from the date of order confirmation) unless Laufer Valve Technology can find a use for them. Credit will be determined on a case-by-case basis.
8. Credit will be issued only after parts are returned DAP/DDP, Laufer Valve Technology Inc. 2300 Walnut Ave. Suite Q-R, Signal Hill, CA 90755, and inspected.

Customer is responsible for packaging parts so they are returned in “as new” condition. Any labor required by LAUFER to correct any damage during the return shipment will be deducted from the credit.

LAUFER Valve Technology Inc.  
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