

## Cancellation and Restocking Program Policies and Procedures

For the purposes of providing the utmost quality of customer service, customer satisfaction and delivery of accurate products, Proportion-Air, Inc. and its interested parties are expected to abide by the following procedures in accordance with Proportion-Air, Inc.'s Quality Policy and Quality Objectives along with ISO9001:2015 standards.

The cancellation of a confirmed purchase order will be subject to the following before credit will be considered:

1. Cancellation request must be confirmed in writing by Proportion-Air, Inc.
2. Confirmed cancellation will be assessed a 40% restocking fee if production has commenced.
3. The Restocking Fee will be applied to *confirmed order price* of the items.
4. Power cords and brackets are exempt from restocking fees.

Note that confirmed and received orders for Proportion-Air and Burling Valve will also be assessed the 40% restocking fee if returned to the factory. Protect-Air USA products are subject to a 25% restocking fee if returned. An RMA number must be assigned before received back to the factory for any credit to be considered. Items must be in "like new" condition for credit to be issued less the restocking fee.

