

ORDER DISCREPANCIES POLICY AND PROCEDURE

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ORDER DISCREPANCIES POLICY & PROCEDURE

ORDER DISCREPANCIES

Carefree diligently ships product orders as quickly and accurately as possible. On rare occasion, if a shipment is received and contains product that deviates from the original order (i.e. incorrect style, color, quantity etc.) the customer may request approval for the return of the incorrect product. The following process applies to drop ship product orders received with part and/or quantity discrepancies.

1. Contact Carefree within 24 hours of the receipt of shipment to report the error.
 - 1.1. Request for return or credit must include the original distributor and dealer P.O. numbers, Carefree drop ship order number and the received product part number.
2. Upon notification, Carefree will issue an RMA (Return Merchandise Authorization) number within 48 hours.
 - 2.1. The distributor will be notified in writing of the RMA number along with any applicable terms and conditions of the approved return. No verbal authorizations will be given or accepted.
 - 2.2. Carefree may request photographs of the asserted error.
 - 2.3. RMAs are valid for 60 days from date of issue.
 - 2.4. The issuing of the RMA is not a guarantee of credit.
3. If arrangements are made for a freight company to pickup the product, Carefree will issue a prepaid freight pickup order up to a maximum of 2 times. After the second pickup attempt, if the return is not shipped, it is the responsibility of the customer to arrange and pay for return freight to Carefree within the RMA's 60-day time limit.
4. The product must be received at Carefree in the same condition as originally shipped.
 - 4.1. The product must be securely packed in the original packaging or comparable packaging.
 - 4.2. The product must not be damaged or incomplete.
 - 4.3. All returns must have the RMA number clearly marked on the outside of the package.
5. Credit can only be issued after the product has been received, inspected and the discrepancy verified.
 - 5.1. If approved, credit is issued to the selling distributor.
 - 5.2. If the product is received incomplete or if the discrepancy cannot be verified, credit will be denied.
 - 5.3. If credit is not authorized, the selling distributor will be notified in writing as to why credit is denied.
 - 5.4. Once the denial notice is sent to the selling distributor, Carefree will hold the product for 10 working days, awaiting disposition instructions from the distributor. If requested, the product will be returned and the selling distributor will be charged the applicable freight fees.
 - 5.5. If no response is received from the distributor after 10 days from the date of notification the product will be scrapped. The distributor shall be notified in writing of the scrap and the credit denial.
6. If a field destroy is authorized in lieu of a return, Carefree will require the product serial number. The serial number will then be disabled.
7. At 60 days, the distributor will be notified of the expiration of the RMA and will be given 10 days to respond. If there is no response or an approved request for extension of time, the RMA will be closed and no longer be valid. Product returned under a closed RMA may be refused and returned. The distributor will be billed for the incurred freight expenses.

PRODUCT DISCREPANCIES

Carefree manufactures product orders as accurately as possible. During component inspection/installation, if a product deviates from the original order (i.e. container incorrectly labeled, hidden damage, missing components etc.) the customer may request approval for the return of the incorrect product. This procedure applies to product that has been received but with discrepancies discovered during installation.

1. Contact Carefree within 24 hours of the installation to report the product discrepancy.
 - 1.1. Request for return or credit must include the original distributor and dealer P.O. numbers, Carefree drop ship order number and the received product part number.
2. Upon notification, Carefree will issue an RMA (Return Merchandise Authorization) number within 48 hours.
 - 2.1. The distributor will be notified in writing of the RMA number along with any applicable terms and conditions of the approved return. No verbal authorizations will be given or accepted.
 - 2.2. Carefree may request photographs of the asserted error.
 - 2.3. RMAs are valid for 60 days from date of issue.
 - 2.4. The issuing of the RMA is not a guarantee of credit.
3. If arrangements are made for a freight company to pickup the product, Carefree will issue a prepaid freight pickup order up to a maximum of 2 times. After the second pickup attempt, if the return is not shipped, it is the responsibility of the customer to arrange and pay for return freight to Carefree within the RMA's 60-day time limit.
4. The product must be received at Carefree in the same condition as originally shipped. The product must be securely packed in the original packaging or comparable packaging.
 - 4.1. The product must not be damaged or incomplete.
 - 4.2. All returns must have the RMA number clearly marked on the outside of the package.
5. Credit can only be issued after the product has been received, inspected and the discrepancy verified.
 - 5.1. If approved, credit is issued to the selling distributor.
 - 5.2. If the product is received incomplete or if the mislabel or mispack cannot be verified, credit will not be authorized.
 - 5.3. If credit is not authorized the selling distributor will be notified in writing as to why credit will not be authorized.
 - 5.4. Once the denial notice is sent to the selling distributor, Carefree will hold the product for 10 working days, awaiting disposition instructions from the distributor. If requested, the product will be returned and the selling distributor will be charged the applicable freight fees.
 - 5.5. If no response is received from the distributor after 10 days from the date of notification the product will be scrapped. The distributor shall be notified in writing of the scrap and the credit denial.
6. If a field destroy is authorized in lieu of a return, Carefree will require the product serial number. The serial number will then be disabled.
7. At 60 days, the distributor will be notified of the expiration of the RMA and will be given 10 days to respond. If there is no response or an approved request for extension of time, the RMA will be closed and no longer be valid. Product returned under a closed RMA may be refused and returned. The distributor will be billed for the incurred freight expenses.

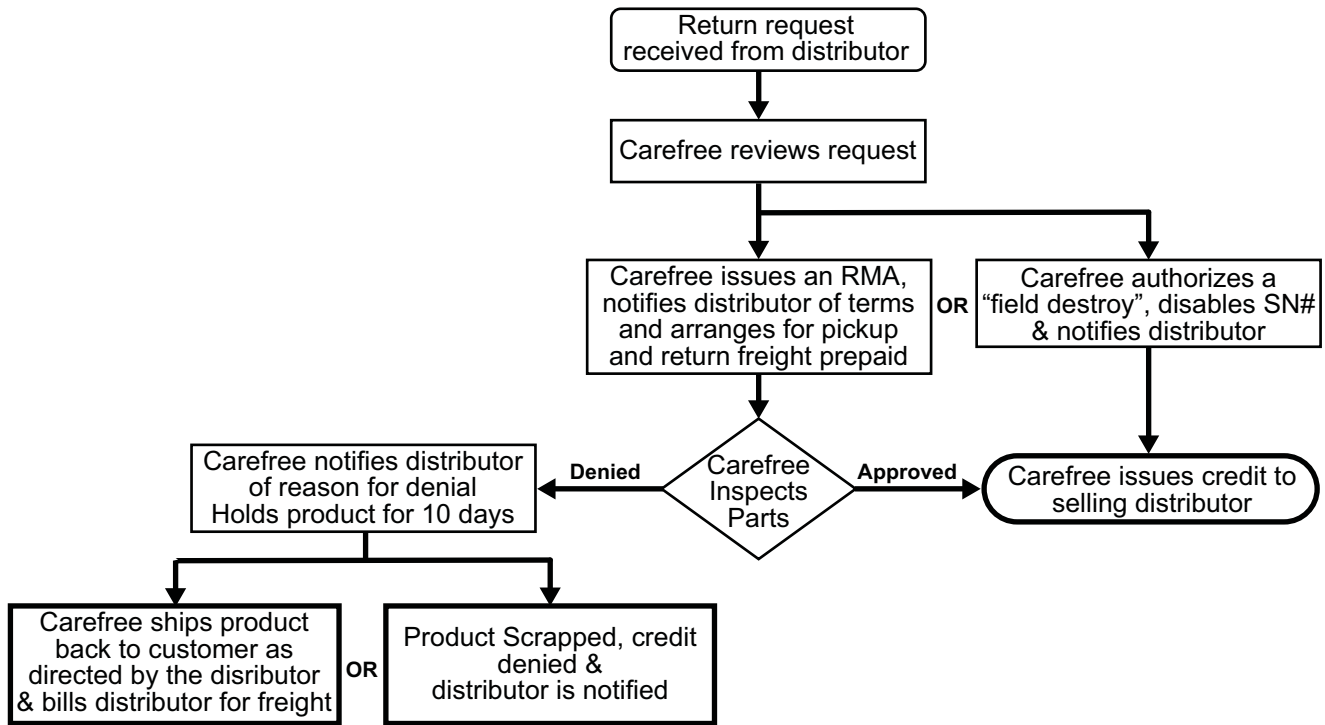


Figure 1. Return Request Procedure.