



*The best people, the best equipment, the best aluminum extrusion company.... in the world.*

## Return Policy

International Extrusions stands 100% behind the products it extrudes. If an extrusion is found by our customer to be nonconforming, either according to Aluminum Association Standard Tolerances or tolerances specified on the die print, International Extrusions will authorize a return based upon the following procedure:

1. Customer notifies sales representative of quality concern or request.
2. The customer service representative completes the Customer Complaint Form, and it is routed to the Quality Manager who will initiate proper action.
3. A sample must be submitted to the Quality Department for review along with the complaint form.
4. The eligible for returns for credit or full credit less scrap value prior to 90 days after our customer receives shipment. No returns will be considered for material that is in our customer's inventory for more than that time.
5. Return Material Authorizations (RMA's) will be issued by International Extrusions.
6. When an RMA is issued, an itemized list must be on the shipper or manifest. Only material itemized on the shipper will be returned and accepted by International Extrusions. The RMA number must appear on the shipper.
7. All accepted returns should be returned in a manner to prevent further damage (i.e., bundled and repacked uniformly).
8. It is the customer's responsibility to inspect material prior to any additional processing. International Extrusions takes no responsibility for any material altered after shipment.
9. Credit issued for an authorized return will be limited to material only. Any additional charges, such as handling, sorting, or processing, must have prior approval by International Extrusions.
10. This policy will be clearly communicated to International Extrusions Staff and customers.

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Visit Our Website @ [WWW.EXTRUSION.NET](http://WWW.EXTRUSION.NET) or E-Mail Us @ [INTEX@EXTRUSION.NET](mailto:INTEX@EXTRUSION.NET)  
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