

### Acceptable Product Returns

Credit will be issued for acceptable product returns. Returns are subject to the following limitations, exceptions and terms:

- Returned products must be in salable condition, in the original packaging, and less than three (3) months old of manufacturing date.
- Return fees will be applied to your surplus return.
  - On each acceptable product return, credit will be issued, but a 15% processing and handling fee will be deducted.
  - On unacceptable returns, no credit will be issued and a disposal fee of \$250 USD will be charged per item. This per item fee partially covers our cost to inspect and handle the unacceptable products.
- A Donaldson returned goods authorization number must be reflected on all shipping documents and correspondence.
- Return authorizations are valid for 30 days.

#### Other Acceptable Returns

Full credit will be issued and no return fee will be applied to product returns due to:

- Order processing errors by Donaldson
- Over shipments
- Defective product

Donaldson will arrange and pay for shipping expenses for the above return conditions upon prior authorization from Donaldson.

### Unacceptable Returns

The following products may not be returned:

- Products that exceed three (3) months in age, of manufacturing date of the product.
- Made-to-order, non-catalog or special order products.
- Broken or damaged filters.

### Return Handling Process

Do not return any product to Donaldson until you have received a written confirmation from Donaldson. To request an authorization number, call Customer Service at 952-887-3700.

#### Shipping Location & Freight Expenses

You are responsible for the shipping expense of your returned product. As a reminder, you are the owner of the returned product shipment until it reaches the Donaldson warehouse.

#### Inspection of Goods

Upon receipt of your shipment, Donaldson distribution center personnel will photograph and inspect each product. The inspection is based on general appearance and condition. Donaldson Company can refuse any product that is not in resalable condition.

#### Processing Time and Final Disposition of Your Return

Allow 30-60 days for processing all product returns.

Donaldson will credit your account for acceptable returns and, at the same time, send you a separate letter of any non-acceptable items.

You have 30 days from the date on the letter to notify Donaldson on the disposition of these products. If you want these items returned to your facility, you must pay for the return shipment.

Donaldson recommends that non-acceptable products be recycled.

### Shelf Life

Donaldson chemical filters have a shelf life of two (2) years from the date shown on the product.

This time period was specified as a result of tests conducted on the constituent materials over time. The parameters tested include various physical tests designed to measure the performance degradation of the materials.

Specifying a shelf life insures that our products will continue to maintain their strength through the interval of their field life. Please note that the conditions under which the filters are stored can have a significant impact upon the shelf life of the filter; conditions of excessive temperatures and humidity, as well as exposure to certain chemical environments, can have an adverse effect on shelf life.



Donaldson

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