



PRODUCT RETURN CREDIT POLICY

Position Statement: Carlson Meter, Inc.® (hereinafter, the company) strives to work cooperatively with each and every customer. We greatly value the business and relationships of all customers. We understand that from time to time a customer may find it necessary to return Carlson Meter® products to the company. To ensure equitable handling of all product return aspects, the company has adapted the following policy that shall be uniformly to all customers, without discrimination.

Scope: Only new, unused, catalogued, and inventoried Carlson Meter® products may be returned to the company for return consideration. Products manufactured for a specific order may not receive any credit. Upon inspection by Carlson Meter® personnel, any product deemed as having been used to any degree will not be eligible for any customer credit.

Return Credit Schedule: Upon inspection by Carlson Meter® personnel, any product deemed to be completely new, unused, catalogued, and inventoried as a stock item will be, at the customer's request, considered for a return credit applicable to future purchases only. The following is the product return credit schedule that will apply in most cases:

(*) <u>Product Aging Category</u>	<u>Customer Credit</u>
0 - 90 days	65%
91 - 365 days	50%
1 year or older	0%

() from the date of Carlson Meter® invoice to the customer for the specific product in question.*

Decisions: All decisions of the company are final. The disposition of all product return requests will be communicated to the customer via written correspondence within 30 days of receipt of the product in question.

Credit Procedure: Carlson Meter, Inc.® will credit all approved product returns via a credit memo against future orders until the full credit value has been attained. The credit value must be used within 12 months from the date of the credit memo.