

## Appendix I

### Materials Return and Cancellation Policy

**Standard Products:** Defined as; Off the Shelf, Non-Actuated, Non-Modified, Non-Value Add as defined in the SVF Flow Controls Options & Services Guide (See Appendix II).

- No charges if cancellation or work order change received within 48 hours of acknowledgment being sent by SVF.
- 35% of order dollar value if; after 48 hours or the order has shipped.

**Non-Standard Products:** Defined as; Valves which have been Actuated or Assembled to order as per the SVF Flow Controls Options & Services Guide (See Appendix II).

- Orders in process on all Non-Standard categories may be canceled only with Seller's written consent and upon payment of Seller's cancellation charges then in effect. Orders in process may not be changed except with Seller's written consent and upon agreement by the parties as to an appropriate adjustment in the purchase price thereof. Product in these sections is Non-Cancellable/Non-Returnable without written consent from SVF. Credit will not be allowed for Products returned without consent of Seller.
- 35% of order dollar value plus, recovery of Value-Added Options and Services Charges if after 48 hours or the order has shipped.

**Custom Products:** Defined as; Any Order, Product or Service which include Custom Machining and or Modifications approved for Production by Buyer via a Signed Submittal Drawing.

- Orders in process on all Custom Product categories may be canceled only with Seller's written consent and upon payment of Seller's cancellation charges then in effect. Orders in process may not be changed except with Seller's written consent and upon agreement by the parties as to an appropriate adjustment in the purchase price thereof. Product in these sections is Non-Cancellable/Non-Returnable without written consent from SVF. Credit will not be allowed for Products returned without consent of Seller.
- Custom Products that are have shipped are not Returnable.

Note 1 – All returns of shipped products require that the RMA process be followed. SVF maintains the right to waive or modify cancellation charges at its discretion.

Note 2 - In the event that SVF has approved a return, funds will be in form of Credit issued and may be applied to future or open orders and must be used within one (1) year of issuance.