

## RETURN AND REFUND POLICY

### FLAT PANELS & MOLDINGS

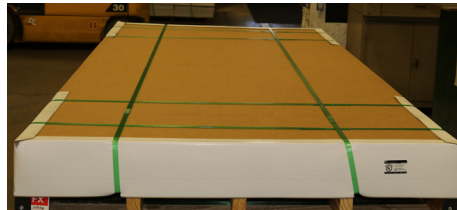
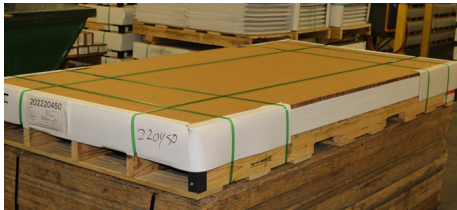
FORM 7791

When returning panels or moldings to Crane Composites, the material must be re-packaged with the same packaging and in the same manner that it was delivered to you. The purpose is to protect the material and to prevent damage during transit.

PLEASE FOLLOW THE STEPS BELOW TO ENSURE THE MATERIAL IS ADEQUATELY PACKAGED.

#### RETURN OF PANELS:

1. Panels must be returned on a Crane Composites wood skid that is the same size as the panels. For example, if you are returning 4' x 8' panels, then the skid should be a 4' x 8' skid.
2. Panels should be stacked evenly on the skid. It is important that the panels are not hanging over the sides.
3. Panels should have cardboard edge protectors, hard plastic corner protectors, and a heavy piece of corrugated cardboard or sheet of drywall on the top to protect the panels during transit.
4. The skid should be banded with straps both horizontally and vertically on the skid so that the panels are held in place during transit. There should be a minimum of 2 bands that run the length of the skid and 2 bands that run the width of skid.



#### RETURN OF MOLDINGS:

1. All moldings should be returned back to Crane Composites in a heavy duty cardboard box or tube with no rips or tears. The ends of the boxes should be secured closed with industrial staples or heavy duty packing tape. The box or tube must be the same length as the moldings.



ONCE WE RECEIVE THE RETURNED ITEMS, THE MATERIAL WILL BE INSPECTED. IF THE MATERIAL ARRIVES DAMAGED DUE TO INADEQUATE PACKAGING, WE WILL NOT ISSUE A REFUND FOR THE RETURNED MATERIAL.