

Holden Humphrey Company / James Hardie Building

Products Return Policy Agreement

Dealer/Distributor _____

City, State _____

Please review the following return policy, applicable to all James Hardie ColorPlus returns. Our goal is to clearly communicate the RMA policy for all these items.

- **Only stock ColorPlus products and colors may be returned**
 - No special order Job Pack returns allowed.
 - No exceptions outside of currently stocked materials.
- **Requests for return must be submitted in writing within 30 days of invoice date**
 - A signed RMA, fax, or email to a Holden representative suffice.
 - A 15-day grace period may be allowed when agreed upon in writing.
 - No exceptions outside of these time parameters.
- **Product must be in new condition and able to be resold**
 - Product must be clean, dry and slip-sheeting must remain in place.
 - Wet or damaged material will not be accepted.
 - Dealer will be charged \$70 per ton for unusable material requiring disposal, or an additional \$50 to return the unusable material to the dealer.
- **There will be a 25% restocking fee (\$50 minimum) no exceptions**
 - This fee will offset handling costs.
 - **All returns must be a minimum of \$150 invoice value.**
 - No credits will be given for returns under \$150.
- **Dealer must follow the following procedure for a return:**
 - An RMA form must be completed, signed, and returned to Holden Humphrey.
 - An operations contact will be required for our driver.
 - A separate return form must be used for each return event.
- **Holden Humphrey will follow the following procedure to expedite RMA:**
 - HH will pick material up within 5 working days of signed RMA.
 - HH will thoroughly inspect and process RMA within 48 hours of return and will process credit accordingly.
 - After two failed attempts to pick up an RMA, the RMA will be canceled. A new RMA would need to be created if it still needed as long as it is within 30 days.

Dealer/Distributor _____ Date _____