

Nudo Products Material Return Policy

Standard Return Policy

Products Eligible for Return:

- Unused Products purchased directly from Nudo Products by your company.
- All Product Returns must be made within 30 days of shipping date.
- Products that are not eligible for return and will be sent back to your company at your cost and expense if received by Nudo include the following:
 - Any product not purchased from Nudo Products.
 - Any product without a valid PO number, Order number, or Job number.
 - Any product returned without prior approval from Nudo.
- Nudo cannot accept returns on used, cut/drilled, or discounted products.
- The customer assumes all shipping related costs associated with the return.
- A Standard 25% restocking fee will apply upon material being returned in sellable condition.

Return of Non-Stock, Custom, and Special-Order Products

- Non-Stock, Custom, and Special-Order Products may be returned for credit within 30 days of purchase if Nudo agrees to accept the return. These scenarios will be handled on a case-by-case basis. If the decision is made to accept the material on a return, an additional restocking fee will be applied.

Defective/Damaged Product Return Policy

Nudo Products stands behind the products we produce. If a product defect is the result of the manufacturing, production, and/or packaging processes, a full credit or replacement will be issued.

- All claims of defective or damaged products must be made within 30 days of the shipping date.
- Defects due to improper use, storage, and/or application are the responsibility of the customer.



Defective/Damaged Product Return Policy (Cont.)

- When communicating about the defects with Client Support, please have all objective evidence available. These items should include the following:
 - Explanation of defect
 - Photos of the defect
 - Photos of the run dates and inspection times (Extrusion/Moldings)
 - Circle areas with defects (When Applicable)
 - Quantity of defective parts
 - PO number, Order number, and Job number
- No return will be accepted if the customer alters the product in anyway without prior written approval from Nudo Management.
- Any replacement material shipped to the customer will be invoiced at the time of shipment. The credit will be applied upon the return, investigation, and approval of the defective material.
- Nudo will not cover labor to replace already installed defective material unless it is determined to be a product failure. If this happens, we will review all claims on a per order basis.

Replacement Orders

- Nudo will ship replacement material in advance of defective units being returned if a request is accompanied by a new customer order.
- Once the defective product is returned, received, and approved by Nudo you will be credited in full for the cost of the replacement material.
- Should investigation of the product prove that improper use, storage, and/or application/installation by the customer, the product will be returned to the customer and no credit will be issued.

Warranty Claims

- Any product that is in the field and is no longer in customer stock past the 30 day return policy will be covered by the product warranty.
- Warranty terms vary by product and can be found at nudo.com.
- All warranty or non-warranty claims are to be handled on a case-by-case basis by Nudo's Client Support Team. Please communicate with your Client Support Representative and Outside Sales Manager to complete a Customer Complaint Form (F-CS-001).



Shipping Damages and Discrepancies

- All material shipped incorrectly or short shipped will be resolved immediately. Replacements will ship as soon as possible. (Depending on Availability)
- If there is damage due to shipping, it is the responsibility of the customer to follow up with their carriers for all claims.
- All damage that occurs during transit must be noted on the Bill of Lading when delivered. If freight damage occurs, a claim cannot be filed if it is not signed for as damaged.

Presenting a Claim

- To present a claim for any of the reasons listed in this document, please contact your Nudo Client Support Team and/or Outside Sales Manager by phone or email.

