

Returned Items Policies and Procedures

Defective Goods

Prolab Technolub Inc. is responsible for the quality and conformity of its products. We have a commitment to settle at our own expense, any problem due to manufacturing defects. *Defective goods* may be returned to the manufacturer after prior authorization by Prolab Technolub Inc. In the event of an **internal error** concerning the purchase order, shipping, product quantity etc., transportation fees for the returned goods will be at the expense of Prolab Technolub Inc.

Surplus goods, Client purchasing error

- ❑ In the event of a customer inventory surplus, the merchandise may be returned to Prolab Technolub and exchanged for another product of equal value or be fully credited. Transportation fees for returned and exchanged goods or fully credited merchandise are at the expense of the client. **Exception:** *No return or exchange allowed on seasonal products (lubricants for snowmobiles, ATV's, boats, motorcycles etc.)*
- ❑ In the case of an internal error pertaining to the client purchase order (product #, quantity ordered, etc.), the returned goods shall be fully credited by Prolab Technolub Inc. .Shipping of returned goods to Prolab Technolub Inc. is at the expense of the client.
- ❑ Prolab Technolub Inc. reserves the right to apply an expense fee of 15% for *returned damaged goods* (torn or soiled labels, dented cans or containers etc.)

In all cases, the client must request a return PO # by calling Customer Service at the following toll free number: **1-800-795-2777**.

Product Identification

Example **#598350**. The first three numbers **598** indicate the type of product (PL-100 aerosol spray) and the last three numbers **350** relate to the product format, in this case 350g. Generally, the product number can be found above the bar code. Please indicate the quantity of returned goods. Complete boxes are not required.

The following information is not necessary to obtain a return PO#:

Year of manufacturing

On, or underneath each product container you will find a manufacturing code. The client should mention the manufacturing code and the bar code number to our Customer Service Agent to find out when the product was manufactured. For example the following manufacturing code **02599137** can be interpreted as such: **02** indicates the month of fabrication, **599**, the product number and **137**, the batch number. It is the batch number that indicates the year of manufacturing listed in our files.

02599137



Aerosol spray products

Contact our Customer Service Department and be sure to mention the manufacturing code located underneath the can. Example: **04-05-10 4A PL-100 17:34** (This type of code may vary). In addition, mention the bar code number found on the product label.

04-05-10 4A
PL-100 17:34



Bar Code

Example: In the following bar code **609719598237**

- ❑ **6** is the identification number
- ❑ **09719** is the manufacturer's identification number
- ❑ **598** is the product number (in this case PL-100 aerosol spray)
- ❑ **23** is the format number (in this case 350g.)
- ❑ **7** is a internal control number

There are no codes or expiration dates on our products.



Michel Grenier, Coordinator
Prolab Technolub Inc. mgrenier@prolab-technologies.com