



Return & Cancellation Policy

A. Return Policy on Non-Defective Sale Items – for any sale material that a customer wishes to return to Dayton Superior for credit, the customer must first contact Dayton Superior. It must be mutually agreed that the material can be returned and a minimum 25% restocking fee will be charged. Credit will be issued against the customer's account when Dayton Superior receives the approved return, in the original packaging and in resalable condition. Credit will be issued in the following amounts:

- i. Up to 30 days from the date of purchase – full credit less 25% restocking charge.
- ii. 31-90 days from the date of purchase – full credit minus 40% restocking charge.
- iii. No returns will be accepted after 90 days from date of purchase.
- iv. All chemical product returns must have pre-approval and will be approved at Dayton Superior's discretion based on remaining shelf life.
- v. Configured-to-order and Make-to-order items are not eligible for return.
- vi. Any credit amount to be issued will be reduced by handling charges necessary to repackage returned items into resalable condition.

Dayton Superior will not accept the return of merchandise without prior written authorization. Customer may initiate a return by contacting their Customer Service Representative to obtain a return material authorization (RMA) number. The customer must prepay freight charges from the customer to a Dayton Superior location. Returns submitted without an RMA will not be accepted. The RMA will expire 30 days from date of issue. If the material is not received within 30 days of the RMA Acknowledgement date, the customer must begin the approval process again if they still wish to return the material.

B. Return Policy for Rental Items – Customer must notify Dayton Superior 24 hours prior to returning rental items either from their warehouse or from a job site. Rental charge will stop after receipt of rental items at a Dayton Superior service center. For any damaged material, the customer will be invoiced for replacement cost at list price less standard discount or appropriate repair charge. Damaged material invoiced to the customer at list price, less standard discount will be held at plant locations for 15 days, after which time the material will be scrapped. Cost of reasonable maintenance on rental material will be borne by Dayton Superior. Excessive maintenance costs on rental material will be invoiced to customer. In all cases, the customer will pay the applicable freight.

C. Returned Material – All material being returned must have been initially purchased from Dayton Superior.

D. Cancellation Policy – Verbal orders will be accepted by Dayton Superior Customer Service; however, the customer has the responsibility of checking the order acknowledgment for accuracy. Orders can be canceled by mutual agreement between customer and Dayton Superior. Cancellation of orders can only be accomplished by notifying the appropriate Dayton Superior location. All canceled orders already in the process of being shipped/manufactured are subject to a cancellation charge. If the material cannot be placed in Dayton Superior inventory, the full purchase price will be charged. If the material can be placed into Dayton Superior inventory a 15% service charge will be invoiced. If the material was in the process of being manufactured, charges to cover Dayton Superior costs will be invoiced to the customer.