

Customer Service Policy

Our Customer Service (CS) team is available to answer any questions you may have. During a normal business week, you can reach our Customer Service Center by calling 1-800-615-8699 between 7:00 a.m. and 4:30 p.m. Central Standard Time, Monday through Friday. In addition, you can leave your customer support representative a voicemail or connect via e-mail.

There may be exceptions to this schedule during company functions and holidays. To ensure that the service we provide is as smooth and convenient as possible, we ask that when you place your order, please refer to the following guidelines.

Customer Service Contacts: Email: CS@FyterTech.com | Phone: 800-615-8699

Order Requirements: *As of 1/1/2022 all sales orders are subject to standard FyterTech Terms and Conditions.*

The minimum order size is:

- \$500 on all standard orders.
- Rag orders sold in pallet quantities only.
- If your order does not meet the minimum size, you will be asked to:
 - Increase your order size to meet the minimum,
 - Delay placing your order until your need meets the minimum, or
 - Pay the \$100 Minimum Order Fee which we will attach to your order.

Required Information for Placing Your Order:

Please be sure to include the following information when placing your order:

- Your customer "ship to" address.
- Your customer purchase order (PO) number.
- Phone Number of "Ship-To" Address.
- Requested delivery or pick-up date (see guidelines)
- Product Description.
- Quantity Ordered.
- Special instructions (for example, "Ship with other PO.")

Required Lead Time for Orders:

To allow the standard lead time and ensure timely delivery, please be sure to place your order as follows:

- Sorbents/Spill Kits/Specialty (Spilfyter®)
 - Standard - 5 business days
 - Custom - 15 business days
- Rags and Wipers
 - Up to 7 business days

Please contact your FyterTech (FTN) Sales Representative or the FTN CS team for your specific schedule. Longer lead times may apply for customers requesting product that is made-to-order, customized, customer branded, or for our international customers.

Order Changes or Cancellation:

Order changes and rush requests are subject to operational approval and may not be feasible. Expedited orders and change request will incur a fee. Please reach out to your CS representative to discuss any changes as soon as possible.

Cancelling orders that have already been picked and packed, a 25% restocking fee will be charged. No cancellations on Custom Orders.

Full Truckloads - Cut & Fill Items:

Every effort is made to fill orders at 100% of the quantity requested. In the case where the full amount of product is not available to be shipped on a customer order, our CS team will contact the customer to notify them of any shortages. FyterTech will work with each customer to resolve any backorder situation.

FyterTech Nonwoven's Customer Pick-Up Program:

As an alternative to delivery, FTN offers a customer pick-up program. To participate in this program, you must meet the following guidelines:

- Customer will take ownership of products at the time of pick-up. Payment terms are based on the pick-up date.
- Standard lead times as if FTN was shipping the product shall apply.
- FTN will call you to schedule a pick-up and such call will be at least 24 hours in advance.
- No partial pickups allowed.
- Minimum order quantities as stated on page one of the policy shall also apply to orders that are picked up.
- FTN reserves the right to review and administer changes based on compliance with the program.
- Customer truck drivers and carriers are responsible for all product overages, shortages, and damage at the time of pick-up. Any overage, short- age or damage must be reported to FTN.
- FTN will not be liable for product deficiencies caused by the Customer's failure to comply with the provisions of the pick-up policy.

Complying with these guidelines is essential to the success of the program. Unless agreed to in advance of pick-up, there shall be no exceptions allowed. Please contact the FTN CS team for more information, or to participate in the FyterTech customer pick-up program.

Loading Practices for Customer Pick-Ups:

We request that all customers provide the equipment necessary to load their orders from the carrier's trailer at the time they arrive.

Requirements for pick-up include:

- Please make direct contact with the FTN Traffic department a minimum of 24 hours prior to arrival.
- Pick-ups should be completed within 48 hours following the planned ship date on the order confirmation.
- It is the customer's responsibility to contact FTN as soon as possible if they will be unable to pick up their order within the 48-hour, pick-up window.
- On full truckload shipments, customers must identify cut and fill items (where applicable).

Shipper Load/Carrier Count:

- Shipments are loaded by FTN employees and must be counted by the carrier before the trailer is sealed.
- FTN will reserve the right to file a claim for any shortages with the carrier, unless the seal is intact, and so certified by the customer.
- Any overages, shortages or damage must be reported to the FTN Customer Service Team within 5 business days of occurrence.
- All shortages and or damage must be notated on the bill of lading or delivery receipt when shipment is received in by the consignee. FyterTech will not be liable for any damages or shortages not notated on the bill of lading or delivery receipt at time of delivery.

Return Policy:

Please contact FyterTech Nonwovens Customer Service concerning all returns.

Please be advised:

- Only stock items/quantities purchased within the last 90 days are authorized for return or cancellation.
- One return shipment per Return Merchandise Authorization (RMA).
- Only full case/bale quantities can be returned, no partial returns.
- Returns must be received by the return due date shown on the RMA form.
- All Returns are subject to quality inspection before credit issued.
- A copy of the RMA form must accompany the returned product.
- RMA forms must be signed and emailed to FyterTech Nonwovens before the product can be returned.
- Returns may be subject to a 25% re-stocking fee.
- The customer is responsible for shipping costs.
- Complaints regarding damaged goods should include a picture.