



Effective January 1st, 2011

FREIGHT TERMS AND CONDITIONS

- All orders will be shipped F.O.B. factory, freight collect or prepaid and add.
- Unless agreed upon in advance of shipment all material will be packaged using standard Clark Filter cartons, cases markings and pallets.
- Material should be inspected immediately upon receipt of goods, and if damaged, a claim should be filed immediately with the carrier. Concealed damage should be reported to the carrier as soon as it is discovered. The responsibility to file claims on damaged goods rests with the purchaser. Clark Filter will not assume responsibility for freight damage.
- When no carrier is specified Clark Filter will use the most economical and expedient method of shipment available.
- All small package shipments will be subject to a \$2.50 per package handling charge.
- Unless agreed upon in advance of shipment all small package shipments will be shipped in individual full case units. Clark Filter reserves the right to assess additional charges if over packing or bundling is requested. Clark Filter will not assume any responsibility for product lost or damaged due to material that is bundled together due to a customer request.

RETURNED GOODS POLICY

Procedure to Return Material to Clark Filter.

- Request authorization for return from the Customer Service Department in Lancaster, PA
 - Phone : 800-55-CLARK
717-285-5941
 - Fax: 717-285-3039
- Unauthorized returns will be refused
- Obtain a Return Goods Authorization Number
- Ship prepaid, unless otherwise instructed.
- Return authorization number must be referenced on all shipping paperwork.

Return Goods Policy for Material being returned where there was no error on the part of Clark Filter.

- Obtain return authorization number.
- All returns will be subject to a 25% restocking fee.
- All returns must be shipped freight prepaid.
- Returned merchandise must be in re-salable condition, in the original factory cartons. Only full cartons may be returned.
- Material that is older than 6 months from the original manufacturing date will not be accepted for return.
- Credit will be issued for all usable material minus the restocking fee and the original freight charges if applicable.
- Clark Filter reserves the right to inspect all returned material and issue final determination as to its condition.

Returned Goods Policy for material being returned as a result of an error on the part of Clark Filter.

- Contact Clark Filter Customer Service and provide a detailed explanation of what the problem is.
- Clark Filter reserves the right to request samples and or other documented evidence prior to issuing a return authorization number.
- Obtain return authorization number and shipping information.
- Ship material collect via our specified carrier. Clark Filter will not assume excess freight charges that may occur if using a carrier other than the one specified.
- Credit will be issued for the original invoiced value of the returned material minus any excess freight charges if applicable.
- Clark Filter reserves the right to inspect all returned material and issue final determination as to its condition.