

## Cancelation, Return and Refund Policies

Our Cancelation, Return and Refund Policies are intended to act in concert with our other terms, conditions, policies and procedures, not replace, supersede or diminish in force the foregoing.

We believe that our policies are consistent and fair. Please consider that you, the customer, are allowed to review our website at your leisure before placing an order for any of our products. We have spent an extraordinary amount of time and effort describing our products, providing answers to common questions, and judiciously using photographs and other graphics. We also provide *Contact Us* information so that you may ask any questions that we may have overlooked. You act as your own salesperson; therefore, any purchase should be well thought out and executed without external pressure. Given the proceeding, cancelations or returns (for other than damages or defects) should be extremely rare. Even so, things happen and we are willing to work with you to reach a reasonable and equitable resolution when there is a need to cancel or return an item.

Cabot Components Corporation offers a wide variety of products; therefore, no single policy can cover each product. Please review the product categories below and the policies attributed to each of those categories.

**Off-the-shelf items** – All of our products are manufactured after receipt of an order. We do not stock any items 'on the shelf'. However, there is the extremely rare instance when an item cancelled after production and subsequently not delivered. In the case of these 'restocked' items, the product would be available for immediate delivery. If you purchase an available 're-stocked' item and cancel the order the same business day that it is placed, there is no charge for cancelation and a full refund will be issued. If the order is canceled after it has shipped or the customer wants to return an item already received, then a refund will be issued minus all shipping costs and a 25% restocking fee.

**Fabricated component parts** – If the order is canceled within two (2) business days of order placement, there is no charge for cancelation and a full refund will be issued. In this case, the product has not yet been manufactured.

Orders for material that is manufactured / fabricated, e.g., a roll up door of specific size, color, etc., cannot be canceled and a refund will be issued, but only for the scrap value of the material. The reasoning for this is that these fabricated component parts are made to customer specification. The production facilities fabricate/manufacture these items on demand, load them on a truck and ship them without delay

In some cases, a customer will seek to delay delivery in lieu of cancelation. Fabricated component parts that are manufactured but not delivered will incur storage charges at an offsite facility and, though we will take steps to protect it, we must be absolved of any responsibility for degradation of the material while in storage. However, we encourage you to take delivery and make your own, and probably less expensive, arrangements for secure, protective storage.

Orders for material that can be restocked and resold, e.g., insulation products, that are canceled after the material has been manufactured but prior to shipment, will be refunded minus a 25% restocking fee. If the order is canceled immediately after shipment and the material is received back in a condition suitable for resale, a refund will be issued minus all shipping costs (both ways) and a 25% restocking fee.

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