POLICIES AND PROCEDURES

- **Returned Product** must be authorized by the Distribution Manager and returned with the following information:
  - The RGA # assigned by ECCO Manufacturing™ must be on the return debit memo.
  - Copy of the confirmation from ECCO Manufacturing™ attached to the debit memo.
  - Provide original invoice number for product being returned.

- **20% Restocking Charge** will apply to all goods returned for credit. Broken cartons will have a **25%** restocking charge. All products must be in re-sellable condition which will be at ECCO's discretion for acceptance.

- **Freight** must be prepaid on all returned goods.

- **Non-Returnable Products** include **ALL** custom sheet metal and **ALL** special order resale products.

- **All Custom Manufactured Commercial Products are**:
  - Manufactured to **SMACNA** standards unless otherwise specified on the Purchase Order at the time of ordering.
  - Non-returns and Cancellations made during production will be invoiced for material and labor costs incurred up to the time of cancellation.

- **Notification of Discrepancies** such as short shipments or overages on all shipments from ECCO Manufacturing™ must be made within two (2) days from receipt of shipment.

  The following explains the procedure:

  1) The receiver writes the information directly on the Packing Slip in the space provided, ie.: short shipped / over shipped and received by signature.

  2) Packing Slip is then faxed to the ECCO Manufacturing™ location directly responsible for your shipping order.

     - Langley Fax # 604-530-1133
     - Calgary Fax # 403-720-0897
     - Kent Fax # 253-872-3721

  3) ECCO™ will provide an RGA # and request a debit # to cross reference.

  4) If customer agrees the order can either be put back into the system using the original purchase order # or cancelled and then it will be at the customer’s discretion to re-order.

  5) If we are unable to supply the original product requested, we will advise you of the product options available and pricing.

(cont’d on next page)
POLICIES AND PROCEDURES (cont’d)

- **Notification of Damaged or Defective** products on all shipments from **ECCO Manufacturing™** must be reported as soon as possible from receipt of shipment.

  1. Provide pictures of damaged product prior to unloading. This will also assist us in determining the changes to implement in order to reduce incorrect loading issues as they occur.

  2. Report damaged or defective products directly to your factory contact.

- **Collect shipments, damaged or lost claims must be made by the consignee directly to the carrier.**

DUNNAGE

**PALLETS, SKIDS, PLYWOOD AND 4 × 4’s**

Pallets, Skids, Metal Racks, Plywood, and 4 × 4’s will be charged and credited when returned to the appropriate Distribution Center, whichever is the most cost effective. Credit for skids will be given only on skids marked with the **ECCO™** stamp and sizes invoiced.

DUNNAGE – PROCEDURES FOR RETURNING

- **Returned Dunnage** – must be pre authorized by an **ECCO Manufacturing™** Customer Service Representative. You will be assigned an RGA # upon approval of return.

- **RGA #** – The number assigned must be clearly written on your debit memo for credit purposes.

- **Fax or email** a copy of the debit memo and or a list of the dunnage items being returned.

- **ECCO™ Customer Service Representative** – will let you know which freight line will be used and the date goods can be returned.

- **All freight** is to be sent collect to **ECCO Manufacturing™**.

- **Do Not Return** damaged pallets, skids, plywood or 4 × 4’s. **A credit will not be issued for damaged returned items.**

- **Pipe Racks** – Complete units must be returned or no credit will be issued. Complete unit consists of:
  1 – Base, 4 – Posts, 2 – Support Bars.

- **Any distributor returning** pallets, skids, metal pipe racks, plywood, or 4 × 4’s for credit must issue a debit memo to **ECCO Manufacturing™** the day the pallets are returned. **ECCO Manufacturing™** will issue a credit memo when the returned items are received at our Distribution Centers.
FACTORY REPRESENTATIVES

CANADA
- Western Canadian Territory Manager, **John Johnson**
  19860 Fraser Highway
  Langley, BC, Canada
  V3A 4C9
  Telephone Number: 604-530-4151
  Facsimile Number: 604-533-9335
  Cellular Number: 604-306-9733
  Email: jjohnson@eccomfg.com

USA
- United States Territory Manager, **Scott Winter**
  20001 87th Ave. S, Building E
  Kent, WA, USA
  98031
  Telephone Number: 253-872-3721
  Facsimile Number: 253-872-3724
  Cellular Number: 206-735-5552
  Email: swinter@eccomfg.com
- United States Territory Manager, **Aaron McCarty**
  20001 87th Ave. S, Building E
  Kent, WA, USA
  98031
  Telephone Number: 253-872-3721
  Facsimile Number: 253-872-3724
  Cellular Number: 503-430-9304
  Email: amccarty@eccomfg.com

DISTRIBUTION CENTRES AND CONTACTS

LANGLEY
- ECCO Manufacturing™
  19860 Fraser Highway
  Langley, BC, Canada
  V3A 4C9
  Telephone Number: 604-530-4151
  Distribution Facsimile Number: 604-530-1133
  General Office Facsimile: 604-530-9335
  – Distribution Manager, **Ken Nolan**
  Email: ken@eccomfg.com

CALGARY
- ECCO Manufacturing™
  #21 – 11150 38th Street, S.E.
  Calgary, AB, Canada
  T2C 2Z6
  Telephone Number: 403-720-0895
  Facsimile Number: 403-720-0897
  – Distribution Manager, **Ted Thurston**
  Email: tthurston@eccomfg.com

USA
- ECCO Manufacturing™
  20001 87th Ave., S Building E
  Kent, WA, USA
  98031
  Telephone Number: 253-872-3721
  Facsimile Number: 253-872-3724
  Toll Free: 1-800-207-6859
  – Operations Manager, **Sterling Hicks**
  Email: shicks@eccomfg.com
EDUCATIONAL AND PROMOTIONAL AIDS

• Literature
  – All Products Brochure
  – Dynamic Air Diffuser Brochure
  – ECCO Polypropylene Vent™
  – ECCO Spiral Elbow™
  – ECCO Special Gas Vent
  – ECCODUCT™
  – Filter Bases
  – Flat Oval Spiral Duct and Fittings
  – OEM Capabilities
  – Post Tensioning
  – Round Spiral Duct and Fittings
  – Solutions for Moving Air
  – Technical Product Catalogs
  – Type B Gas Venting

• Posters/Displays
  – Product Overview Poster
  – Residential Duct Layout Poster
  – Residential Roof Flashings
  – Type B Gas Vent Poster

• Product Training
  Let ECCO Manufacturing’s technically trained professionals provide product knowledge training to your employees in a formalized classroom setting.

• ECCO™ Personnel
  Need information? ECCO’s personnel will supply you with the product and knowledge needed to serve your customer whenever possible.

• Customer Appreciation Days
  ECCO™ will participate in promoting ECCO Manufacturing™ products on behalf of our distributors.

• New Product Introduction
  ECCO™ will assist in setting up programs to help you effectively launch new products in your area.
COOPERATIVE ASSISTANCE

ECCO Manufacturing™ has always helped our distributors with cooperative assistance as required. Following are the guidelines for requesting assistance to facilitate this process.

• **Plant Tours** of ECCO Manufacturing™ for your staff or customers must be scheduled ahead of time with your factory representative.

• **For Financial Assistance**, written requests must be submitted to your ECCO Manufacturing™ factory representative.

• **Prior to Approval** for financial assistance from ECCO Manufacturing™, information regarding the amount desired and how it will be used is required for each and every request.

  Examples:
  Training Costs;
  Product Promotions;
  Customer Appreciation Days;
  Cooperative Items.

• **Before any Promotional Items or Literature** is finalized and placed on order, a draft must be emailed to your ECCO Manufacturing™ factory representative for approval. This is to ensure our Company’s image remains consistent. Notification will be issued via a written approval from your factory representative. Credit will be subject to approval received from ECCO Manufacturing™.

• **After Final Approval**, a Debit Memo along with one of the promotional items or copy of the literature must be sent to the attention of ECCO Manufacturing’s Sales Administrator, Allison Sanders at our Langley Manufacturing factory. ECCO Manufacturing™ will then issue a Credit Memo upon completion of the promotional item or literature.