

 <b>Policy</b>	<b>Return &amp; Restock Policy</b>		
	<b>Replaces version:</b> HQ-RP 2-3-2015	<b>Effective on or before:</b> 6-1-2015	
	<b>Version no.:</b> 1.0	<b>Number:</b> HQ-RP 5-20-2015	<b>Page:</b> 1 of 1

To All Customers:

PGW is amending its Return Policy **effective June 1, 2015**. Most elements of the previously return policy remain in place, in particular, higher return fees for customers with return rates exceeding 10%; however, we will now waive return fees on parts that are returned in good condition within 7 days, even for customers who have a return rate of 10% or higher.

**AMENDED RETURN POLICY: Effective June 1, 2015** – this return policy is the same as the policy that was effective on April 1, 2015 except for item C-3.

**A. The Return Fee will be based on the return rate for the most recently completed full month.**

1. The return rate is defined as: Glass units returned divided by Glass units ordered for the month.
2. The return rate will be measured by PGW’s tracking system, based on all locations for your AR number.
3. The Return Fee will reset each month based on the prior full-month return rate results.
4. Your return rate history will be shown at the bottom of each shipper ticket so that you can track performance on an up-to-date basis.

**B. If your return rate is below 10%, then there is no change from the previous Return Policy.**

**C. If your return rate is 10% or greater, then there is an increase in the Return Fees.**

1. For return rates between 10% and 20%, there will be an additional 10% Return Fee.
2. For return rates 20% or greater, there will be an additional 20% Return Fee.
3. The return fee will be waived for parts returned within 7 days.

<b>Return Policy</b> Return rate less than 10% for the most recently completed month	<b>Return Policy</b> Return rate between 10% and 20% for the most recently completed month	<b>Return Policy</b> Return rate greater than 20% for the most recently completed month
0-7 days: no return fee	0-7 days: no return fee	0-7 days: no return fee
8-14 days: 5% fee	8-14 days: 15% fee	8 - 14 days: 25% fee
15-21 days: 10% fee	15-21 days: 20% fee	15-21 days: 30% fee
22-30 days: 15% fee	22-30 days: 25% fee	22-30 days: 35% fee

**Additional Return Policy Restrictions: No returns are accepted after 30 days. No returns on Buyouts.**

In order to expedite and improve the accuracy of the return process, **this Return Policy requires that all returns for parts in good condition must be initiated using the “Electronic EZ Return” process**, either by using the return function on the buysite or by calling the call center. The date that the EZ Return request is generated will be used for determining the applicable fee. Handling returns in this way ensures timely processing and immediately locks the return request date into our system. **Damaged or defective parts should continue to be reported to the branch;** otherwise, manual slips or calls to the branch cannot be used for returns.

Thank you for your business and for helping us to reduce this costly problem in our industry.