

May 1, 2017

### **Standard Return Policy**

The following terms and conditions shall apply to the return of any B-Line series products purchased directly from Cooper B-Line, Inc. or Eaton Corporation (collectively, "B-Line"):

The customer must obtain prior written permission from B-Line to return any standard B-Line Series products, and all requests to return merchandise must be accompanied by a completed B-Line Returns Claim Form.

For merchandise to be eligible for return, (i) the customer requesting the return must have purchased the B-Line series merchandise directly from B-Line within the prior 18 months, (ii) the merchandise must be standard, cataloged products, (iii) the merchandise must be in first class, salable condition, and (iv) the value of the returned merchandise must be at least \$100. B-Line will issue a credit for allowed returns in an amount equal to the price the customer paid B-Line for the B-Line series merchandise, less a minimum handling charge (described below). Unsaleable material, specials, or non-catalogued, non-standard products are not eligible for return or credit.

RETURN TRANSPORTATION MUST BE PREPAID by the customer returning the B-Line series merchandise, and freight expenses will be the responsibility of the customer.

CUSTOMER SHALL NOT RETURN B-LINE SERIES MERCHANDISE UNLESS, AT THE TIME OF THE RETURN REQUEST, THE CUSTOMER SUBMITS TO B-LINE A B-LINE SERIES STOCK REPLACEMENT ORDER IN AN AMOUNT THAT IS NOT LESS THAN THE VALUE OF THE RETURNED B-LINE SERIES MERCHANDISE.

All material is subject to inspection by B-Line and B-Line will make the sole determination as to the salability of said product(s).

The following merchandise credit and handling charges will apply and will be assessed as follows per return eligibility code at time of return request for each returned product:

- Materials designated as returnable – Full Merchandise Credit; 0% Handling Charge Assessed for Standard carton/bundle
- Made-to-order items designated as non-returnable including specially fabricated to customer specifications are Non-Returnable.
- All returns, regardless of return eligibility code, not in Standard carton/bundle are subject to an additional minimum 30% handling charge.

At the time the customer requests to return Channel/strut, Flextray, and Datacom cabinets, the customer must submit to B-Line photographic evidence that the material is in returnable condition.

The return eligibility code will be B-Line's classification at time of request of return of product.

B-Line reserves the right to change any of the above return conditions without notice.