



International Extrusions stands 100% behind the products it extrudes. If an extrusion is found by our customer to be nonconforming, either according to Aluminum Association Standard Tolerances or tolerances specified on the die print, International Extrusions will authorize a return based upon the following procedure:

1. Customer notifies sales representative of quality concern or request.
2. Sales representative completes Customer Complaint Form and it is routed to the Director of Quality Assurance who will initiate proper action.
3. A sample must be submitted to the Director of Quality Assurance for review along with the complaint form.
4. Customers who accumulate nonconforming material may do so for no more than 60 days. If multiple dies/non-conformance are represented, a sample must be received for each die/non-conformance for review.
5. The window for all returns is 60 days after our customer receives shipment. No returns will be considered for material that is in our customer's inventory for more than that time.
6. Return Material Authorizations (RMA's) will be issued by the Director of Quality Assurance, VP of Manufacturing or the President of International Extrusions.
7. When an RMA is issued, an itemized list must be on the shipper or manifest. Only material itemized on the shipper will be returned and accepted by International Extrusions. The RMA number must appear on the shipper.
8. All accepted returns should be returned in a manner to prevent further damage (i.e. bundled and repacked uniformly).
9. It is the customer's responsibility to inspect material prior to any additional processing. International Extrusions takes no responsibility for any material altered after shipment.
10. Credit issued for an authorized return will be limited to material only. Any additional charges, such as handling, sorting or processing, must have prior approval by International Extrusions.
11. This policy will be clearly communicated to International Extrusions Staff and customers.

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