RETURNED GOODS POLICY

MEI Corporation’s goal is to assist every warehouse distributor in maintaining the correct stocking levels of HVAC parts required to service their customer’s needs. MEI Corporation provides the following policies to assist in this endeavor. MEI Corporation encourages our distributors to monitor and adjust their inventories to maintain the correct level of A/C parts and products needed to service their customers as well as maintaining good business practice on inventory turns, inventory dollars and inventory support for their trading area.

RETURN PROCEDURES FOR ALL RETURN TYPES

1. MEI Corporation will require an RGA (Return Goods Authorization) number for all types of returns. Warehouse Distributors who are requesting any type of stock return must contact and submit a list to customer service by fax, email or phone. MEI customer service representatives are responsible for issuing the RGA for the return. After the RGA number is assigned, MEI will fax or email your company a copy for your records and this document must also be used as your packing list.

2. The RGA number will serve as a tracking number for all credits or paperwork procedures. The RGA number must be identified on all shipping containers and packages. All returns must be shipped freight prepaid back to MEI Corporation.

3. All returned parts must conform to MEI Corporation’s packaging standard. All pallets must be clearly marked with the ship to and return address, RGA # and pallet count, i.e. 1 of 2, 2 of 2. Return product must be sufficiently shrink wrapped and strapped to the pallet to prevent movement or loss of products during transit. Small parts must be segregated by part number and be packaged together to prevent loss.

4. All returned products that are shipped on UPS, FedEx Ground or DHL must have sufficient packaging to eliminate unused space and secure the product within a larger carton. All condensers and fragile items must be properly packaged for full credit. All damaged merchandise will be evaluated and tested to determine if credit can be issued.

5. All products returned to MEI Corporation will be subject to normal receiving inspection. Products deemed unacceptable for resale or for warranty consideration by MEI Corporation will be held for 90 days or returned freight collect upon request.