

Dear Turbo Liner Dealers

OBJECT: POLICY AND INSTRUCTION FOR PRODUCT RETURN

We are sorry to hear that you have been experiencing problems with our product.

You must keep in mind that Turbo Liner is essentially a raw material supplier. You always receive your product from Turbo Liner in its raw form. This would be referred to as the A-side ISO and B-side Resin. When these two products are sprayed through your equipment you essentially become the manufacturer of the finished product.

We do ask that our dealers\customers contact us in the event of a material problem. The reason for this is to determine the nature of the issue and help our customers better troubleshoot their issues.

It is very rare that an issue with the product can't be explained. It is almost unheard of that there is actually an issue with the raw material in their original packaging. Our material is batch mixed in large quantities of 1500 gallons or more at one time. There is a fluid draw sample that is taken from each mixed batch, both A and B side for lab testing if there is an issue. What this means is that if one dealer\customer is having a material issue that most likely there will be several others are having the same issues as well. We have never seen this happen since we began this business.

If you suspect that there is an issue with the raw materials that you are currently spraying here is what you need to do:

1. Contact Turbo Liners Office as soon as possible.
2. We will need the batch numbers from both the A & B side drums/containers that you are currently in use.
3. We will need a complete description as to what the issue might be.
4. Once we have this information we will contact the lab and have the draw samples for those batch numbers tested to see if there are any unforeseen issues with the suspect batches.
5. Once we have heard back from the lab we will contact you with their findings.
6. If the material is deemed to have an issue, we will arrange for a new set/kit of material to be delivered. We will at that same time arrange for the material that has the issue to be picked up.
7. You will be responsible for removing the material that is to be returned from your spray system and also for resealing and palletizing that product and readying it for return.
8. If you do not have a backup set/kit of material on hand that is known good or of different batch numbers then the material with issues it will be best to keep the current set/kit on the system to avoid any issues with material hardening on the supply pumps. You will want to swap out the set/kit when the new material arrives in this case.
9. We will email you the return shipping paperwork for the return once the shipping has been arranged.

Turbo Liner Products Inc.

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www.turboliner.com

We have been through this process a few times through the years and we have never seen any issues with the actual material. What we find is it's usually something at the dealers\customers facility that has contaminated one of the two products or both. For example we have seen A-side in the B-side and vice versa. What this means is the pumps were put in the wrong drums and the drums were cross contaminated. Another cause of material problems would be spray equipment issues. Equipment issues can cause a large array of finished coatings problems.

Sincerely,

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