



**Environmental, Health & Safety
Management System (EMS)**



**Reusable Equipment and
Components Product Return
Plan**

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1 PURPOSE

To facilitate an integrated EMS, this procedure has been written in accordance with R2:2013: Provision 6.

The purpose of this document is to establish a process and criteria for the return of products sold through the Electronic Demanufacturing Facility (Facility) Reuse program.

2 SCOPE

This document addresses the process for assessing and a carrying out returns and refunds for products sold through the Facility’s reuse program in accordance with R2:2013 guidelines. It is to be used by Commission employees engaged in reuse sales activities at the Facility. This plan covers all material sold under any R2 reuse level through the Facility’s reuse program and is provided to all buyers of reuse material.

3 PRODUCT RETURN PLAN

The Waste Commission of Scott County (Commission) will disclose all cosmetic or functional defects prior to the sale of any product. All products will be packaged appropriately to prevent damage during shipment. The Commission will refund the full purchase amount of any product which does not meet the purchaser’s expectations or arrives with defects unknown prior to sale and shipment upon return of the product. The full refund will be applicable for 30 days after receipt by the purchaser.