



NOTICE

TSLOTS Material Return & Cancellation Policy

Dear Valued Customer,

To better provide the quality of service that our customers have come to expect from TSLOTS by Bonnell Aluminum, we have reviewed and updated our shipping, material return and cancellation policies for 2026:

Updated Policies:

- For material shipped via LTL PPY&CHG that is eligible for return, Bonnell Aluminum's Shipping team will manage the scheduling and pickup of all returns. Please contact your Customer Experience Specialist and they will coordinate the return.
- All eligible items returned more than **seven business days** past the date of delivery will be subject to a **Restocking Fee of 25%** of the total price for each item being returned. All returned items will be subject to inspection to confirm the condition of the items. We will not issue credit for any items that are not in saleable condition upon return. We do not accept returns that are not accompanied by a TSLOTS issued RMA form.
- All customer buybacks more than seven business days past the date of delivery will need to be authorized by your Regional Sales Manager. **We will not accept returns on items that are more than 60 days past the date of delivery.**
- Any extrusion order that is credited to a customer's account without a return of material will be subject to a scrap value deduction of the current market value per lb. of the metal. **We do not accept returns on cut extrusion.**
- All shipments **must** be signed for at the time of delivery to be considered eligible for credit or return. All damaged or missing items will need to be noted on the Delivery Receipt (DR) at the time of delivery. Carriers will no longer accept "SUBJECT TO FURTHER INSPECTION" on the Delivery Receipt for freight damage claims.
- **We will not issue credit for any damaged or missing items that were not noted on the Delivery Receipt as damaged or missing at the time of delivery. All claims missing this information will be denied.**
- If a shipment does not appear to be damaged but contains damaged or missing items, please report these items to your Customer Experience Specialist within **five business days** of delivery. We will require pictures of the damaged material for any items that are not noted on the Delivery Receipt to process replacements. **These types of orders will not be eligible for freight damage claims.**
- Please note that any damage claims on orders that are shipped via Collect are to be coordinated directly with the carrier.
- **We will not cancel pending orders that have already been processed by our Production team. Special order items are not eligible for cancellation or return once ordered.**

We are grateful for your continued support and trust in TSLOTS. We value our relationship with your company and appreciate your business. Please contact your Regional Sales Manager or Customer Experience Specialist for more information regarding our Material Return Policy.

Respectfully,

A handwritten signature in black ink, appearing to read "J. Zbytniewski".

John Zbytniewski
TSLOTS Sales Manager