

March 4, 2020

To Our Valued Customers,

It's no secret the Shipping/Freight industry has been experiencing substantial complications including inconsistent delivery times as well as lost or damaged shipments. We at Wind-lock are committed to get your products to you in a timely manner.

We do however need your help in dealing with Shipping/Freight industry complications. As you may or may not know Wind-Lock has teamed up with Translogistics Incorporated (TLI) to help us be more freight savvy. In addition, TLI is our first line of defense when dealing with freight companies and shipping discrepancies.

Attached you will find TLI's **Claims Letter**. This letter will be displayed on all LTL shipments. Please instruct your receiving staff to follow this letter closely as this will help Wind-Lock get you credits and or products needed in a timely fashion.

Effective immediately, Wind-lock will not issue credits or replace products that are lost or damaged in-transit without proper documentation stated in the TLI Claims Letter.

In addition to the TLI Claims Letter Wind-Lock also wanted to remind our customers of our **Return Policy**.

- Foam, ORMD products nonreturnable
- No products will be accepted after 3 months from purchase date.
- Customer is responsible for paying product freight costs returned to Wind-Lock.
- If a new order is placed at the time of return equal to or greater than the return, there will be no restocking fee assessed.
- If no new order is placed at the time of return, there will be a 25% restocking fee assessed. This is 25% the cost of the product returned.
- Products that have been discontinued cannot be returned at any time.

For broken or defective items that were not caught upon receiving the items:

- Contact Jenn Christman immediately Jennifer.Christman@Wind-Lock.com or 800-872-5625 so she may reach out to manufacture for warranty or replacement opportunities
- Picture(s) must be submitted

If Wind-Lock shipped products incorrectly for an order, we will pay for pickup (if necessary) and for the correct product(s) to be shipped to you.

If we work together as a team we can ensure we'll get through these current issues affecting our industry and can continue to provide the service, products and pricing that you need to be successful.

Please feel free to contact your Sales Rep if you have any questions regarding this policy.

Thank you for your business!
-Team Wind-lock