

# REEL RETURN POLICY

We are pleased to inform you that Terra Star LLC will be implementing a new reel return policy. As part of this policy, we will be updating our records and systems accordingly. Please note that there will be no interruption to our services during this process.

Return reels may be returned either fully assembled or disassembled provided they are in a reasonable condition for reuse and meet our reel management criteria.

We offer cash for reels returned per component as follows:

Component	\$ Per item
83" Flange	\$31.90
96" Flange	\$38.40
102" Flange	\$39.00
114" Flange	\$45.00
120" Flange	\$48.00
44.5" Stave	\$2.40

Process:

- ★ Reels are to be returned to our manufacturing facility located at 743 Redbud Road, Rogersville, Missouri.
- ★ Upon receipt of the reels, they shall be inspected and graded by the shipping department and an inspection sheet completed:

Returnable components are considered ready for use or only require minor repair.

Non-returnable components require more than minor repairs and are considered unusable, not meeting the Terra Star LLC criteria, no cash shall be paid for any of these items.

Any non-returnable components need to be picked up within 72 hours, else they will be scrapped.

- ★ The inspection sheet shall be submitted to the Purchasing Department who will generate a Purchase order, and have it sent to the vendor.
- ★ An invoice shall be created, and a check issued and mailed within 2 weeks.

Should you have any questions, please contact **Mike Morgan**

**(417) 860-6959**