

Returned Goods Policy (RGP)

Applies To: All MAXTERRA® products including Structural Floor, Underlayment, Backer Board, and other palletized panel products.

■ Return Authorization Required

All product returns require prior written approval from **NEXGEN**.

A Return Goods Authorization (RGA) must be issued by **NEXGEN** before any material is returned.

Return requests must include:

- Original Sales Order or Invoice Number
- Delivery date
- Product description and quantity
- Photos of pallets showing packaging condition

Material returned without an approved RGA number will be refused at the receiving dock.

■ Return Eligibility

Returns may be considered only if the product:

- Is requested within 30 days of delivery
- Is unused and in resalable condition
- Is returned in full pallets or full bundles only
- Remains in original factory packaging
- Shows no jobsite exposure, moisture, dirt, or damage
- Has been stored off the ground and protected from weather

NEXGEN reserves the right to determine return eligibility at its sole discretion.

■ Non-Returnable Material

The following materials are not eligible for return:

- Partial pallets or loose boards
- Damaged or weather-exposed product
- Material with compromised packaging
- Material stored directly on the ground
- Product older than 30 days from delivery
- Special-order or discontinued products
- Any condition that prevents the material from being resold as new

■ Return Authorization Process (RGA)

All returns must follow the Return Goods Authorization (RGA) process.

Customer must provide:

- Original Sales Order or Invoice Number
- Delivery date
- Quantity and pallet count
- Photos of all pallets
- Photos showing original packaging condition

NEXGEN will review documentation and determine eligibility.

No product may be returned without written RGA approval.

■ Freight Responsibility

Unless otherwise agreed in writing:

- Customer is responsible for all return freight
- Original freight charges are non-refundable

Return shipments must reference the RGA number on the bill of lading.

■ Restocking Fee

Approved returns are subject to a standard restocking fee of 30%.

The restocking fee covers:

- Inspection and handling
- Warehouse processing
- Repackaging and inventory reintegration
- Administrative processing

■ Inspection of Returned Goods

All returned material will be inspected upon arrival at the NEXGEN warehouse.

If the material is determined to be:

- Damaged
- Weather exposed
- Contaminated
- Not in resalable condition

NEXGEN reserves the right to reject the return and deny credit.



■ Disposal of Unusable Returns

If returned material is determined to be unusable or not resalable, **NEXGEN** reserves the right to discard the material.

The customer will be responsible for all disposal costs, including:

- Landfill or disposal fees
- Handling and labor charges
- Transportation to disposal facility (if required)

These costs may be invoiced to the customer or deducted from any pending credit.

NEXGEN will notify the customer prior to disposal and provide documentation of the disposal charges.

■ Credit Issuance

Once returned material has been received, inspected, and approved, **NEXGEN** will issue a credit memo to the customer's account.

- Credit will be applied to the customer's account only.
- Cash refunds are not issued.

Credit amounts will reflect:

- Original purchase price of the material only
- Less applicable restocking fees
- Less freight, handling, disposal, or other applicable charges

Credits will be issued only after final inspection and approval of the returned material by **NEXGEN**.

■ Exceptions

Any exception to this policy must be approved by **NEXGEN** executive management.

Exceptions may be granted for:

- Strategic accounts
- Distributor agreements
- Material quality issues