Empty or Return for Inspection Product Containers (Return for Credit or Damaged Containers)

- Minimum of 12 containers (60 lb or 125 lb) properly palletized or half-ton/tot tank or any combination thereof.
- Specialty containers: no minimum; consolidate and palletize separately.
- Return for Inspection Product Containers (tag):
  - If empty, consolidate and ship with empty containers for return.
  - If full or partially full, palletize and band.
- Flammable Material:
  - If full or partially full, palletize and band.
  - If empty, consolidate and ship with empty containers for return.

Recovered Refrigerant (Reclaim)

- Criteria:
  - Ship using assigned carrier
  - 50 lb min. refrigerant weight
  - Palletize by cylinder size:
    - 125 lb: 8 cylinders min. horizontal
    - 50 lb: 24 cylinders max. 12 per row
    - 30 lb: 40 cylinders max. 20 per row
  - Ship full, partial, or empty recovery containers on same shipment.
  - Do not ship recovery cylinders with empty or return for inspection product containers.
  - Placards (4) to be offered if aggregate gross weight exceeds 1,000 lb.

Full Product Returns (Overstock/Excess Inventory)

- Must contact and obtain approval from Chemours CSR before returning.
- Can ship with empty or return for inspection product containers.

Acceptable Returns

- Fast and Accurate Credit
- Maximum containers per pallet:
  - Empty/Return for Inspection (Damaged)
    - 12 cylinders horizontally
  - Recovered Refrigerant
    - 8 (full), 12 (empty) cylinders horizontally
  - Full Product
    - Flammable material: 16 cylinders vertically
    - Refrigerant: 8 cylinders horizontally
- All
  - Evenly stacked and banded at front and back
  - Valves closed and covers in place
  - Scallop separators used to secure cylinders in place

Unacceptable Returns

- Unsafe and Slower Credit Due to Disputes
- More than 3-High, Unevenly Stacked
- Triangle Stacked
- No Valve Cover
- Loose Cylinders Stacked Standing Upright

At-A-Glance Procedure

1. Complete Return Authorization (RA) and Bill-of-Lading (BOL) forms.
2. Send both forms to Chemours: Email to CustomerService.FCReturns@chemours.com or fax to 302-355-4167.
3. APL Logistics Return Specialist will phone or email the Shipper confirming the RA number, assigned carrier, and return details. Write RA number and Pro number on all tags and BOL and RA forms.
4. Empties: Attach Empty Cylinder Return tag to each pallet, ton, or half-ton container.
5. Leakers/Return for Inspection: Attach Return for Inspection tag to each container. Write RA number on all tags.
6. Ship to appropriate Chemours return site. Attach copy of RA and BOL forms to shipment as packing list, and give copy of both forms to carrier.

At-A-Glance Procedure

2. APL Logistics Return Specialist will email you Return Authorization (RA) number, assigned carrier, and pick-up details.
3. If requested, Chemours will send return packet with completed Refrigerant ID tags via express mail.
4. Tag each cylinder with a Refrigerant ID tag. Position Nonflammable (NF) symbol side of tag to be face up and visible.
5. Palletize cylinders horizontally:
   - 125 lb: 8 cylinders max. if full; 12 cylinders max. if empty
   - 50 lb: 24 cylinders max. 12 per row
   - 30 lb: 40 cylinders max. 20 per row
   - Half-ton: Ship upright
6. Ship to Chemours designated Reclaim location using assigned carrier. Give copy of BOL to driver. Do NOT combine full or empty recovery cylinders with any other cylinder returns.

At-A-Glance Procedure

2. CSR will contact you with RA number and instructions for return.
3. Check appropriate freight box on BOL (top right). Submit RA and BOL forms by either email to CustomerService.FCReturns@chemours.com or fax to 302-355-4167.
4. Attach Return for Inspection tag and check box indicating Full Product return to each pallet, ton, or half-ton container.
6. Ship to appropriate Chemours return site. Attach copy of RA and BOL forms to shipment as packing list, and give copy of both forms to carrier.