



**WAUPACA FOUNDRY, INC.**  
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## **Waupaca Foundry, Inc.**

### **Return of Goods Policy**

Waupaca Foundry, Inc. ("Waupaca") has a long and established history of producing gray and ductile iron castings of the highest quality. In the event you, as our Customer, believe Waupaca has failed to meet its contractual obligations with respect to quality, this Return of Goods Policy (the "Policy") sets forth the exclusive method to notify Waupaca of your concerns and allow for Waupaca to evaluate them. The Policy also provides guidance on what steps will be taken to reimburse a Customer in the event defective products (as determined in accordance with this Policy) have been shipped to the Customer by Waupaca. **THIS POLICY IS THE EXCLUSIVE MEANS BY WHICH A CUSTOMER MAY REQUEST A REVIEW OF CLAIMED DEFECTIVE CASTINGS FOR POSSIBLE REIMBURSEMENT. TIME IS OF THE ESSENCE.**

Promptly contact the appropriate Waupaca Foundry manufacturing plant for issuance of a Returned Goods Authorization ("RGA") number. An RGA number request must be made within 180 days from date of product delivery in order to be considered for reimbursement. RGA number requests made after 180 days from date of product delivery will be automatically denied as untimely. **NOTE:** Issuance of an RGA number is not an acknowledgment by Waupaca that parts are defective. Waupaca reserves the right to reverse any defective part credit not deemed, in Waupaca's sole discretion, to be warranted.

#### Procedure for Casting Defect Reimbursement (if authorized):

1. Customer representative to obtain RGA number to include the following required information:
  - a. Disposition of scrap or return.
  - b. Part number
  - c. Quantity
  - d. Reason for rejection
  
2. Credit memo/notification sent to the customer:
  - a. A credit notification is generated from the RGA documenting part numbers, quantity, and price for each part number along with disposition of parts.
  - b. If parts are to be sent back to Waupaca, a credit memo will be issued after review and verification of parts. Customer financial representative to process debits deducting the agreed-upon amount.
  - c. Credit notification is issued by Waupaca through an e-mail to customer representative and customer financial representative.
  
3. Customer deducts agreed upon amount:
  - a. Customer references RGA number or credit memo number on payment.

Thank you for your cooperation. Waupaca Foundry appreciates your business.

Kenley Hansen  
Director, Quality Assurance

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