

Scott, as I previously explained, we do not have a warranty policy on our products. However, if product is damaged or defective your company should follow the attached guidelines.

DEFECTIVE MERCHANDISE GUIDELINES

Defective Merchandise – if total dollar value of all cases combined is \$100 or less, disposition should be to destroy in field. Prior authorization required.

If defective merchandise is over \$100, please contact your Sales Agency or Regional Manager for authorization and disposition.

A Credit Memo will be issued for defective merchandise based on net invoice price – no handling charge.

Reference the invoice number (or shipper number); stock item, quantity and type of damage.

If freight is refused by your Receiving Department, due to damage, incorrect stock items or quantities, the carrier is required to call our Kimberly-Clark Refusals Team at 1-800-503-4796. Once the freight is returned to the appropriate Distribution Center, a credit memo will be issued.

Prior authorization for any defective merchandise is always required.

General questions can be directed to our Customer Service Dept. 1-800-443-4231.