



145 James Way, Southampton, PA 18966  
215-526-2300 • Fax: 215-526-2191  
E-mail: [info@newageind.com](mailto:info@newageind.com)  
[www.newageindustries.com](http://www.newageindustries.com)

## RETURN PRODUCT POLICY

Effective September 30, 2010, any and all product returned to NewAge Industries/AdvantaPure must adhere to the following policy. This policy is being put into place to provide proper identification and traceability of the material and to eliminate any safety issues that could arise while verifying the return. If the product is being returned due to a NewAge error and has never been used, only the RMA – NEW MATERIAL portion of this policy applies.

### **RMA POLICY – NEW MATERIAL**

An RMA (Returned Material Authorization) must be obtained from Customer Service prior to return. The return must have the RMA number on all cartons or, if palletized, on two (2) adjacent sides of the pallet. Please include a copy of the original RMA as the packing slip. Returns without the RMA number may be refused and returned at the customers' expense.

### **RMA POLICY - USED MATERIAL**

In addition to the RMA Policy for New Material, if the material is suspected to be defective and has been used, a statement letter must be attached to the copy of the original RMA being furnished, certifying the returned material has been cleaned and sanitized thoroughly prior to return (to eliminate any possibility of contamination or safety issues to NewAge personnel or facility). If both new and used product is returned, individual cartons must be identified as new or cleaned. If this information is not provided, the carton(s) will be returned unopened at the customers' expense until such time certification can be provided.

Thank you in advance for adherence to this policy.

A handwritten signature in blue ink that reads 'Bill Keiser'.

Bill Keiser  
Director of Quality