



New Process
Return Cylinder Process for Empty “Virgin” and Defective Cylinders

Effective March 3, 2008

Empties <i>Return for Deposit</i>	Defective Containers <i>Leakers/Damaged Cylinders</i>
<ol style="list-style-type: none"> 1. Complete the RA*form and the BOL for empty cylinder returns, email them to roslyn.jones@usa.dupont.com or fax to 302-355-4167 to initiate the return process. 2. Within 2 business days TONA will call the shipper and provide the RA #, carrier name and any other required details. 3. Enter the RA# and Pro # on the RA form and the BOL. 4. Tag each pallet, ton or ½ ton with appropriate Empty Cylinder Return tag (H-43891), write RA # on tag. 5. Ship to DuPont. Attach a copy of RA and BOL to shipment as the packing list and give a copy of both forms to carrier. 	<ol style="list-style-type: none"> 1. Complete the RA*form and the BOL for empty cylinder returns, email them to roslyn.jones@usa.dupont.com or fax to 302-355-4167 to initiate the return process. 2. Within 2 business days TONA will call the shipper and provide the RA #, carrier name and any other required details. 3. Enter the RA# and Pro # on the RA form and the BOL. 4. Tag each cylinder with Return for Inspection Tags (H-43896) – write RA # on tag. 5. Ship to DuPont. Attach copy of RA form and BOL to shipment as packing list. Give copy of both RA and BOL forms to carrier.

Process

Return Cylinder Process for Recovered Refrigerant and Full Product Returns

Recovered Refrigerant <i>For Reclaim</i>	Full Product <i>Overstock or Excess Inventory</i>
<ol style="list-style-type: none"> 1. all (800) 554-8662 to arrange shipment and obtain RA* number. 2. Complete BOL form—include RA # in top right box. 3. Tag each cylinder with Refrigerant I.D. tag (H-24107) 4. Ship to Hudson Technologies. Attach copy of BOL to shipment as packing list. Provide carrier with copy of BOL. 5. Fax copy of BOL to Hudson at 217-373-1432. 	<ol style="list-style-type: none"> 1. Call DuPont Customer Service Representative (CSR) to obtain approval for the return. 2. After the return has been approved, the CSR will call with the RA# and instructions on how to return the shipment, e.g., Freight Prepaid or Collect. 3. Complete the RA form and the BOL for full product returns. Check appropriate box on the BOL form Freight box (top right). 4. If shipping Freight Collect, TONA will call and provide the RA#, carrier name and any other required details 5. Ship to DuPont. Attach copy of RA and BOL to shipment as packing list. Give copy of both forms to the carrier.