

Return Procedures – Intermediate Bulk Containers and ISO

Procedure

1. Before returning any Equipment, Customer must contact Hoover to obtain a Rental Return Authorization Number (RRA#). The request for an RRA# must include a Safety Data Sheet (SDS) for the last product carried in each returned container.
2. Unless Customer decides to clean the Equipment prior to its return to Hoover (see paragraph 5 below), Customer will ship the Equipment prepaid to Hoover or a third-party facility designated by Hoover for cleaning and inspection, with the destination in each case as directed by Hoover. The packaging list must include the serial numbers of the returned Equipment, RRA#, and a Purchase Order number valid for any cleaning or repair costs. Failure to provide such information may result in the return of Equipment to Customer at Customer's expense.
3. Equipment should be delivered by Customer RCRA empty and must be accompanied by an Empty Container Certificate in the form provided by Hoover.
4. If upon return to Hoover, Equipment is found to contain heel, residue, or similar materials in excess of RCRA thresholds, Hoover will contact the Customer regarding arrangements to return the Equipment. Customer will be obligated to pay Hoover all reasonable charges related to the return of Equipment.
5. If Customer decides to clean the Equipment prior to its return to Hoover, the Equipment must be delivered to Hoover in Certified Clean Condition (as defined below) complete with lid, valves, caps, plugs, and all other parts and components of the Equipment. All customer product labels and decals should be removed. Do not grind, buff, or sandblast the Equipment internally or externally.

Service Costs

6. Standard cleaning and repair costs will be charged to Customer at Hoover's then current list prices unless a separate pricing schedule has been mutually agreed.
7. For more significant repairs, Hoover will issue a service estimate to Customer, listing any necessary cleaning, disposal of heel, repair, inspection, or certification required to return the Equipment to the same condition as at the beginning of the Rental Term, normal wear and tear excepted. Customer, or its agent, shall have the

opportunity to inspect the Equipment provided a request for such inspection is received by Hoover within five (5) days after the date of the estimate. Barring such request, Hoover will proceed to repair, clean, inspect, or certify the Equipment, as necessary, and Customer shall pay Hoover the amount indicated within thirty (30) days of Customer's receipt of the invoice.

Effectiveness of Returns

8. Where Customer has returned Equipment in the same condition as at the beginning of the Rental Term, normal wear and tear excepted, the Equipment will be taken off rent on the date of return to Hoover.
9. In the event of significant damage to the Equipment, the Equipment will be taken off rent on the date the Customer pays the actual cost of any necessary repairs.

Definitions

10. *"Certified Clean Condition"* means that the unit of Equipment is delivered with a Certificate of Cleanliness from an authorized facility, which certifies to the following:
 - The inside and outside of the Equipment is thoroughly clean.
 - The Equipment is properly drained.
 - The Equipment is free of liquid or any other product.
 - The valves have been removed and cleaned.
 - Detail on the last product carried in the Equipment.
 - If the Equipment was dedicated for food grade product, that the Equipment is fit for the carriage of cargoes intended for human consumption.
11. *"In the same condition as at the beginning of the Rental Term, normal wear and tear excepted"* means in a condition which complies with the guidelines of the International Tank Container Organization's (ITCO) Acceptable Container Condition (ACC) or the International Convention for Safe Containers, as applicable. Corrosion, pitting, staining, scratches, or etching on interior of the Equipment, or odors emanating from the Equipment, will not be considered age related deterioration and Customer will be liable for this damage.