

# OLIVER TECHNOLOGIES INC.

## Return Authorization Policy

Supplement to Terms and Conditions §5 & 7 | Effective February 2026

This policy supplements the Returns and Delivery provisions of the OTI Terms and Conditions ([olivertechnologies.com/terms-and-conditions](https://olivertechnologies.com/terms-and-conditions)). Where a conflict exists, the Terms and Conditions govern.

### 1. Inspection and Reporting

Please inspect all deliveries and report any discrepancies—wrong items, quantity variances, damage, or specification issues—within five (5) days of receipt (per T&C; §5). To report an issue, contact your OTI Sales Representative with the order number, a description of the problem, and photographs of the material. Reports submitted after 5 days may still be accepted on a case-by-case basis; reports beyond 15 days require management approval.

### 2. Return Requirements

All returns require a written Return Authorization (RA) from OTI. No material may be returned without one. Special orders are non-returnable. No returns will be accepted more than 60 days from the invoice date (per T&C; §7). Returned material must be properly packaged for transport and available at an accessible location for pickup.

### 3. Material Condition and Restocking Fees

All returns are subject to a minimum 15% restocking charge (per T&C; §7). When OTI ships incorrect material, we will make it right—that means a full credit for the material, no restocking fee, and replacement delivered as quickly as we can arrange it. We only ask that customers protect return material from the time a discrepancy is identified until our driver picks it up. If material is returned showing damage, rust, contamination, or deterioration that was not present at delivery, the credit will reflect the condition of the material at the time of return. The condition table below applies to all returns.

Condition at Return	Restocking Fee
<b>Resalable</b> — Material is in the condition received, free from damage or contamination, and properly packaged.	No fee
<b>Requires Reconditioning</b> — Material shows signs of excessive rust, coating damage, contamination, or wear not present at delivery. May include material that was improperly stored or handled after delivery.	15% minimum
<b>Non-Returnable</b> — Material has been cut, welded, drilled, or permanently modified, or has deteriorated to the point where it cannot be reconditioned.	Return declined

### 4. Pickup

OTI will coordinate pickup of authorized return material through your Sales Representative, typically in conjunction with a scheduled delivery to your location. In some cases, OTI may arrange a standalone pickup based on the value or volume of the return. Please ensure material is properly packaged, consolidated in an accessible location, and that quantities match the RA at the time of pickup. Because pickup timing is dependent on delivery scheduling, we encourage customers to report discrepancies and protect return material promptly. Material that is properly stored and maintained will be credited in full when picked up, regardless of how long the pickup takes to coordinate.

### 5. Credit in Lieu of Return

Because many of our products involve significant freight expense, there may be instances where the cost to return material exceeds its value. In those situations, OTI reserves the right to decline physical return of the product and instead issue a credit adjustment without requiring shipment. If a credit-in-lieu is approved, the customer agrees to destroy the material and properly dispose of it in accordance with applicable regulations, and to provide written confirmation of disposal upon request.

### 6. Questions and Disputes

For questions about this policy or a specific return, please contact your OTI Sales Representative. Formal disputes are governed by the Dispute Resolution provisions (§13) of the OTI Terms and Conditions.