



Schedule E
Return Goods Authorization (RGA)
Procedure, Including Services

Introduction:

While TriSep strives to deliver to its customers the finest quality RO products that can be made, there are occasions when it may be necessary to answer questions or claims with respect to product and system performance and product distribution.

In such instances, it is necessary to have a simple procedure which enables Customers to easily obtain answers to their questions and to permit TriSep to efficiently serve its customers. The mechanism to accomplish this task is called a Return Goods Authorization or "(RGA)". The following sets forth the services offered by TriSep, outlines the RGA procedure to be employed by TriSep and Customers, and defines the costs associated with a RGA.

Areas of RGA coverage:

Product Distribution and Ordering
Materials and Workmanship of Elements
Initial Performance of Elements
Extended Performance RO Elements

RGA Procedure:

A. Customer Notifies TriSep of Problem

Customer defines the suspected problem, providing all information required so that TriSep can understand and effectively help to define the possible causes of the difficulty.

In consultation with its TriSep Regional Manager, Customer summarizes the situation,

including whether or not a guarantee claim is being initiated, and the work requested of TriSep.

B. Regional manger / Manager of Sales

Administration Initiates Action
Reviews situation, and Customer data and requests.

Opens RGA.

Assigns RGA number.

Notifies Customer of RGA number.

Sends instructions for sanitization and shipping, if required.

C. Customer Action if Product(s) are to be Shipped to TriSep for evaluation

Sanitizes Product(s).

Packages Products(s).

Places RGA Number on outer packaging.

(ANY ITEM SENT WITHOUT THIS NUMBER WILL BE REFUSED BY TRISEP PERSONNEL)

Ships Product(s) to Goleta, CA. (ANY ITEM SENT FREIGHT COLLECT WILL BE REFUSED BY TRISP PERSONNEL)

Provides U.S. Customs with Proper Papers

D. TriSep Technical Manager

Records the RGA number.

Coordinates appropriate work, e.g.:

Correct Product Shipping / Ordering Error

Review of TriSep Manufacturing Data

Systems Analysis of Customer Plant

Element Characterization

Element Inspection

Element Tests

Cleaning

Autopsy (Destructive Analysis)

Membrane Tests

Scaling/Foulant Identification

Writes Final Report to Customer



E. Customer and TriSep agree on Satisfactory Resolution of Guarantee Liability, if any, and RGA Costs

F. Customer and TriSep close RGA

TriSep Manager of Sales Administration
Notifies Regional Manager of RGA completion
Arranges shipment of product back to
Customer or otherwise disposes of product
upon agreement with Customer.

G. Customer settles account for TriSep services rendered.

H. TriSep RGA Services and Costs

Various services and technical assistance are provided at no charge to the Customer. However, there are times when certain services will be provided at a charge to the Customer. To that end, Customer and TriSep through Regional Manager, will have agreed on the scope of work (including Technical Service visits) required for each RGA where product is returned to TriSep for evaluation in order to maximize the effectiveness of such work at a minimum cost. TriSep will use its best effort for the timely reporting of the results and closing of the RGA. Customer is advised to obtain an estimate for completion of the work at the time of submission of RGA. Costs for services rendered by TriSep will be invoiced to Customer, if applicable, at the time of the final RGA report. Costs for the most common items are as follows:

Return of Product to Goleta, CA Freight prepaid by Customer (subject to possible reimbursement by TriSep)

Any item sent Freight Collect will be refused by TriSep. Payment for Service Requested by TriSep where applicable or by prior agreement, costs for services rendered by TriSep at Customer request will be invoiced to Customer under the RGA

Terms for all payments are net 30 days.



RGA Price List

<u>Description of Services</u>	<u>Cost of Service</u>
1. Element Retesting	
2.5" or 4.0" diameter element	\$25.00
8.0 " diameter element	\$35.00
2. Element Autopsy (Does not include any necessary laboratory work)	\$135.00
3. Laboratory Services – Outside Labs	
A. Inorganic Analysis – X-Ray Fluorescence (provides concentrations of all elements larger than Fluoride)	\$200.00
B. Organic Analysis – Weight Loss on Ignition Test (provides total organic as a percentage of foulant)	\$200.00
Other tests can be arranged through outside labs. Costs will be determined based on extent of work.	
4. Develop Element Cleaning Procedure (If a sales order, either cleaning chemicals or new elements, is the result of the cleaning procedure work, a percentage of the fee will be credited. A maximum of 25% of the sales order or the Cleaning Procedure fee, which ever is less, will be credited.)	\$300.00

Please contact TriSep for any additional service requests.

Note: TriSep reserves the right to change prices without prior notice. All prices (except outside labs) cannot be modified on an open RGA without customers consent. Laboratory Service costs are subject to change before work is completed.