

Material Return and Defect Policy

Version 2.0

Effective Date: 15, Sep, 2023

1. General Principles

Shuangshi warrants its waterproof products against manufacturing defects in accordance with its published warranty terms. This policy outlines the procedures for handling material defects and damages incurred during transportation. All claims must be submitted by authorized contractors or distributors in compliance with the requirements below.

The general principle for material replacement due to transportation damage or manufacturing defects is that Shuangshi will either provide replacement materials in the next shipment or deduct the equivalent value from the project's **quality deposit**. The existing damaged materials shall be disposed of or retained by the contractor at their discretion.

2. Scope of Coverage

A. Transportation Damage

Visible physical damage (e.g., tearing, punctures, crushing) occurring during transit.

Water or chemical contamination affecting material integrity.

Damage should be documented and reported within 5 business days of delivery.

B. Manufacturing Defects

Material inconsistencies (e.g., uneven thickness, discoloration, impurities).

Non-conformance to published technical specifications.

Defects should be reported within 30 days of material receipt.

C. Exclusions

Damage caused by improper handling, storage, or installation.

Issues arising from design errors, substrate failures, or mechanical abuse.

Materials altered or modified after delivery.

3. Claims Procedure

Step 1: Notification

Notify Shuangshi's regional representative or customer service team within the specified timeframe via email at [specified email address] or through the online portal.

Provide the following information:

- a. Consignee's name and address
- b. Purchase order number
- c. Material batch/lot number/Bill of lading
- d. Description and photos of the defect/damage
- e. Delivery date and carrier details

Step 2: Assessment

Shuangshi will conduct a review, which may include an on-site inspection.

If Shuangshi rejects the claim, it must provide evidence to support the rejection.

If no sufficient evidence is provided to justify the rejection, the claim will be approved in favor of the contractor.

Approval or rejection of the claim will be communicated within 10 business days.

4. Resolution Options

For approved claims, the following resolutions will apply:

A. Replacement in Next Shipment

Shuangshi will include replacement materials in the next scheduled shipment at no additional cost.

Freight charges for replacement materials will be borne by Shuangshi.

B. Quality Deposit Deduction

Contractor will deduct the equivalent value of the damaged/defective materials from the Shuangshi's quality deposit.

The deduction will be processed after mutual agreement on the valuation.

C. Disposal of Materials

The contractor is responsible for disposing of or repurposing the damaged/defective materials. Shuangshi assumes no liability for disposed materials.

5. Limitations

This policy does not override the terms of the specific product warranty.

Shuangshi reserves the right to modify this policy with prior notice.

Claims not following the above procedures may be denied.

6. Contact Information

For claims and inquiries:

Shuangshi New Material Co., Ltd

Email: shuangshinewmaterial@gmail.com

Tel: 86-0532-6395788