



POLICIES AND PROCEDURES

- **Returned Product** must be authorized by the Distribution Manager and returned with the following information:
 - The RGA # assigned by ECCO Manufacturing™ must be on the return debit memo.
 - Copy of the confirmation from ECCO Manufacturing™ attached to the debit memo.
 - Provide original invoice number for product being returned.
- **20% Restocking Charge** will apply to all goods returned for credit. Broken cartons will have a **25%** restocking charge. All products must be in re-sellable condition which will be at ECCO's discretion for acceptance.
- **Freight** must be prepaid on all returned goods.
- **Non-Returnable Products** include **ALL** custom sheet metal and **ALL** special order resale products.
- **All Custom Manufactured Commercial Products are:**
 - Manufactured to **SMACNA** standards unless otherwise specified on the Purchase Order at the time of ordering.
 - Non-returnable and Cancellations made during production will be invoiced for material and labor costs incurred up to the time of cancellation.
- **Notification of Discrepancies** such as short shipments or overages on all shipments from **ECCO Manufacturing™** **must be made within five (5) days from receipt of shipment. – Anything over 5 days will be considered on a case by case basis**

The following explains the procedure:

- 1) The receiver writes the information directly on the Packing Slip in the space provided, ie.: short shipped / over shipped and emailed.
- 2) Packing Slip is then faxed to the ECCO Manufacturing™ location directly responsible for your shipping order.

| | |
|---------------|--------------------|
| Langley Email | csr.lgy@ecomfg.com |
| Calgary Email | csr.cgy@ecomfg.com |
- 3) ECCO™ will provide an RGA # and request a debit # to cross reference.
- 4) If customer agrees the order can either be put back into the system using the original purchase order # or cancelled and then it will be at the customer's discretion to re-order.

(cont'd on next page)



COMPANY INFORMATION

POLICIES AND PROCEDURES (cont'd)

- **Notification of Damaged or Defective** products on all shipments from ECCO Manufacturing™ **must be reported as soon as possible from receipt of shipment, within 2 days.**
 - 1) Provide pictures of damaged product prior to unloading. This will also assist us in determining the changes to implement in order to reduce incorrect loading issues as they occur.
 - 2) Report damaged or defective products directly to your factory contact:
 - BC: csr.lgy@ecomfg.com
 - AB: csr.cgy@ecomfg.com
- **Collect shipments, damaged or lost claims must be made by the consignee directly to the carrier.**

DUNNAGE

PALLETS, SKIDS, PLYWOOD AND 4 × 4's

Pallets, Skids, Metal Racks, Plywood, and 4 × 4's will be charged and credited when returned to the appropriate Distribution Center, whichever is the most cost effective. Credit for skids will be given only on skids marked with the ECCO™ stamp and sizes invoiced.

DUNNAGE – PROCEDURES FOR RETURNING

- **Returned Dunnage** – must be pre authorized by an ECCO Manufacturing™ Customer Service Representative. You will be assigned an RGA # upon approval of return.
- **RGA #** – The number assigned must be clearly written on your debit memo for credit purposes.
- **Email** the debit memo and/or a list of the dunnage items being returned: csr.lgy@ecomfg.com; csr.cgy@ecomfg.com
- **ECCO™ Customer Service Representative** – will let you know which freight line will be used and the date goods can be returned.
- **All freight** is to be sent collect to ECCO Manufacturing™.
- **Do Not Return** damaged pallets, skids, plywood or 4 × 4's. **A credit will not be issued for damaged returned items.**
- **Pipe Racks** – **Complete units must be returned or no credit will be issued.** Complete unit consists of: 1 – Base, 4 – Posts, 2 – Support Bars.
- **Any distributor returning** pallets, skids, metal pipe racks, plywood, or 4 × 4's for credit must issue a debit memo to ECCO Manufacturing™ the day the pallets are returned. ECCO Manufacturing™ will issue a credit memo when the returned items are received at our Distribution Centers.



COMPANY INFORMATION

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Since 1960

– E.&O.E. – Subject to Change Without Notice –



COMPANY INFORMATION

FACTORY REPRESENTATIVES

CANADA

- Regional Sales Director, **Matt Spitula**
#21, 11150 38th Street, S.E.
Calgary, AB, Canada
T2C 2Z6
Cellular Number: 780-818-9568
Email: mspitula@ecomfg.com
- Canadian – Territory Manager, **Murray Steinbach**
19700 Landmark Way
Langley, BC, Canada
V3A 7Z5
Cellular Number: 780-818-9568
Email: msteinbach@ecomfg.com

USA

- United States WA, AK – Territory Manager, **Scott Winter**
20001 87th Ave. S, Building E
Kent, WA, USA
98031
Cellular Number: 206-735-5552
Email: swinter@ecomfg.com
- United States OR, Southwest WA, Northern CA – Territory Manager, **Dylan Casey**
20001 87th Ave. S, Building E
Kent, WA, USA
98031
Cellular Number: 503-530-9400
Email: dcasey@ecomfg.com
- United States ID, MT, Spokane, WA – Territory Manager, **Chad Friddle**
20001 87th Ave. S, Building E
Kent, WA, USA
98031
Cellular Number: 208-513-4547
Email: cfriddle@ecomfg.com

DISTRIBUTION CENTRES AND CONTACTS – ECCO Manufacturing

LANGLEY

Distribution Manager, **Uzair Haroon**
19860 Fraser Highway Ph: 604-530-4151
Langley, BC, Canada, V3A 4C9
Email: uharoon@ecomfg.com TF: 1-877-955-4805

CALGARY

- Distribution Manager, **Diane Toth**
#21 – 11150 38th Street, S.E.
Calgary, AB, Canada, T2C 2Z6
Ph: 403-720-0895
Email: dtoth@ecomfg.com TF: 1-877-955-4815

USA

- Distribution Manager, **Kirk Anderson**
20001 87th Ave., S Building E
Kent, WA, USA, 98031
Ph: 253-872-3721
Email: kanderson@ecomfg.com TF: 1-800-207-6859

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EDUCATIONAL AND PROMOTIONAL AIDS

- **Literature**

- All Products Brochure
- Dynamic Air Diffuser Brochure
- ECCO Polypropylene Vent™
- ECCO Spiral Elbow™
- ECCO Special Gas Vent
- ECCODUCT™
- Filter Bases
- Flat Oval Spiral Duct and Fittings
- OEM Capabilities
- Post Tensioning
- Round Spiral Duct and Fittings
- Solutions for Moving Air
- Technical Product Catalogs
- Type B Gas Venting

- **Posters/Displays**

- Product Overview Poster
- Residential Duct Layout Poster
- Residential Roof Flashings
- Type B Gas Vent Poster

- **Product Training**

Let ECCO Manufacturing's technically trained professionals provide product knowledge training to your employees in a formalized classroom setting.

- **ECCO™ Personnel**

Need information? ECCO's personnel will supply you with the product and knowledge needed to serve your customer whenever possible.

- **Customer Appreciation Days**

ECCO™ will participate in promoting ECCO Manufacturing™ products on behalf of our distributors.

- **New Product Introduction**

ECCO™ will assist in setting up programs to help you effectively launch new products in your area.