



## **Kimberly-Clark Product Return Policy**

Kimberly-Clark will accept product returns only to the extent that such products were purchased directly from Kimberly-Clark, subject to the following terms and conditions: Kimberly-Clark will accept product returns at full credit for shipping errors caused by Kimberly-Clark, subject to the following terms.

1. Contact Customer Care and provide the purchase order number, 7-digit Kimberly-Clark Stock Code, and quantity in error.
2. Customer Care will issue a Return Goods Authorization (RGA) and arrangements will be made to return product shipped in error at Kimberly-Clark's expense.

### **Distributor Overstock Returns/Distributor Error**

Kimberly-Clark will accept product returns, subject to the following terms:

1. Contact Customer Care and provide the quantity to be returned, identified by the 7-digit Kimberly-Clark stock code. A minimum of ten (10) cases are required for a return.
2. Kimberly-Clark will review the products and quantities requested for return and issue a Return Goods Authorization (RGA) for the product and quantities authorized for return. Unauthorized returns will not be accepted.
3. Authorized products must be returned in one shipment, freight prepaid by Distributor, to the Distribution Center designated by the RGA.
4. Returns must be made within thirty (30) calendar days after the RGA date of issue.
5. Include in the return shipment a packing list indicating the products (by 7-digit Kimberly-Clark stock code) and quantities being returned. Reference the RGA number authorizing the return. After review and inspection of returned products, Kimberly-Clark will issue a credit for authorized products meeting the criteria for return set forth below.
6. An RGA number and amount deducted must be referenced on the remittance advice if the value of the returned goods is deducted from a payment to Kimberly-Clark Corporation.
7. All credits are valid for ninety (90) days from date of issue.
8. All unauthorized deductions will be denied and the Distributor will be charged back in the form of a denial letter. Failure to repay may result in withholding payment for an incentive/promotion program or any other steps deemed appropriate by Kimberly-Clark Corporation.

9. Restocking fees may apply and will be provided at time of request.

**Return Criteria:**

Only product meeting the following criteria will receive credit:

- Kimberly-Clark Product currently in production. Obsolete or discontinued product is not returnable.
- Product In saleable condition, unopened, undamaged, unmarked and in the original Kimberly-Clark packaging.
- The following are examples of products that are not returnable: Partial Cases, Made to Order Custom Products, Private Label Products, Wipers, Facial Tissue, Bath Tissue, Hand Towels, Diapers, Incontinence Products and Feminine Hygiene Products or Safeskin gloves older than eighteen (18) months from date of manufacture.