



## GENERAL INFORMATION

5. Missing product can result in a payment dispute. Our goal is to make sure we take care of your customer. However, we need your help at every "ship to" location to count the number of boxes delivered and look for damaged material before signing the proof of delivery. A signed proof of delivery showing product missing or damaged allows us to recover the cost of making and shipping the new product from the freight company.

### Damaged Product

1. The cost of totally protecting XPS (Extruded Polystyrene) Iso, and Foamglas products from damage through the shipping process is prohibitive. Insulation materials may become slightly damaged by the time the product arrives at the "ship to" location. The freight lines that handle our products are reputable companies and will pay for seriously damaged freight when it is determined that the damage occurred during the shipping process.

2. The product must be unusable to be deemed damaged. Minor nicks and dimples do not qualify as damaged product. Sheets of Iso and XPS (Extruded Polystyrene) will incur minor damage. Cook Brothers can not be expected to replace Iso or XPS (Extruded Polystyrene) sheets that have minor damage.

3. Foamglas is a fragile glass product and should be handled with extreme care. This includes unloading, unpacking and handling at the "ship to" location.

4. Whoever receives the material must count the number of boxes received at the time of delivery. If any box appears to be damaged on the outside, the person receiving the product must examine the product on the inside of the damaged box. If damaged product is discovered, it must be noted in writing on the Proof of Delivery prior to signing the document. Product damage must be in writing on the Proof of Delivery.

5. Call Cook Brothers immediately so that we can remake the product and ship as a high priority order. The replacement product will also be invoiced and mailed pending the outcome of the freight claim.

6. If damaged product is recorded on the Proof of Delivery, Cook Brothers will file a claim with the freight company to pay for remaking and shipping the product. The invoice for remaking and shipping the damaged product will stay on your account until the freight company pays the claim.

### Concealed Damage

1. If concealed damage is discovered after delivery has been received call your local terminal immediately to obtain a claim number. The shipping companies provide a 10 day window to make claims for damaged product.

2. Notify Cook Brothers as soon as you have obtained a claim number and we will make replacement product and take over the claim.

3. There is no guarantee that concealed damage claims that are not identified on the Proof of Delivery will be reimbursed.

### Return Policy - Excess Material

1. No excess insulation material can be returned for credit without specific authorization from Cook Brothers first. Arrangements must be made with the Sales Manager to obtain authorization to return excess material.

2. Only standard sizes and types of plain pipe covering may be returned for credit. We cannot allow credit for any pipe cover with factory applied jacketing.



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3. No fittings, vessel covers or specialty heads will be accepted for return as these are custom made.
4. No Iso materials, including boards, will be accepted for return because this product can be dimensionally unstable after it is fabricated. Go to [www.itwinsulation.com](http://www.itwinsulation.com) for Dimensional Stability specifications for Trymer products.
5. Cook Brothers will make a final determination on the amount of material to be accepted for credit after it has been returned and examined.
6. All materials accepted for return will be subject to a 20% restocking charge.
7. The customer must pay freight charges for returning the material.
8. A credit invoice will be issued to the customer to be applied on any current or future invoices.

### Warranty Disclaimer

1. Cook Brothers has no control over installation design, workmanship, and use of accessory materials or conditions of application. Cook Brothers does not warrant the performance or results of any insulation containing Cook Brothers pipe insulation products.
2. Cook Brothers will not assume any responsibility for jacketing ordered from another vendor that does not fit properly with our insulation product. Refer to Bulletin No. 1 in the Reference Section.
3. The warranty disclaimer includes all implied warranties, including the warranties of merchantability and fitness for a particular purpose.

### Vapor Retarder Notice

1. Plastic foam insulation, XPS (Extruded Polystyrene), and Isocyanurate, requires a vapor retarder. While any vapor retarder, if properly installed, are excellent, they offer no mechanical protection and can be punctured. The smallest punctures in the vapor retarder product can cause system failure under high humidity conditions.
2. PVC or metal overlay is strongly recommended. For further information refer to ITW Insulation technical information bulletin for Trymer 2000 online at [www.itwinsulation.com](http://www.itwinsulation.com) or call ITW at (800) 231-1024 for technical information.

### O.D. and Insulation Thickness Notice

1. Wall thickness of insulation for some pipe sizes are oversized.
2. Please note the ASTM Tables A-D for Outer Diameter (OD's) and Actual Wall Thickness tables ASTM A-D in the general information section.

### Ductile Iron Pipe Special Instructions

1. The actual OD of a Ductile Pipe is larger than the actual OD of Iron Pipe for the same nominal size. The pricing for plain Ductile Pipe is slightly higher. Look at the Ductile Iron Pipe OD Comparison Table on the next page.
2. To produce an order for ductile pipe and fittings Cook Brothers requires the name of the Manufacturer and Model No. of fittings or valves. Fax/email any manufacturer drawings that are available.
3. New price tables have been produced for plain Ductile Iron Pipe Insulation. Refer to the tables for Iso and XPS (Extruded Polystyrene), Foamglas® and Stratafab®.