Customer Reel Return Policy

Who this policy is for

Shawflex customer and personnel responsible for purchasing, accounting, warehouse, receiving, or reel-return activities.

What this policy outlines

This policy explains which Shawflex returnable reels are eligible for credit, how to request a Reel Return Authorization (RMA), where to return reels, and the conditions required for credit. This policy forms part of Shawflex's terms and conditions of sale for every order that ships on returnable reels and applies to reels shipped after its effective date.

Important

Do not return reels that are completely damaged, unsafe, contaminated, broken beyond repair, or not listed as Shawflex returnable reels. These reels may be refused and/or charged back to the customer, including scrap, disposal, handling, freight, and administrative costs.

Only reels originally supplied by Shawflex and identified as Shawflex returnable reels are eligible for return. Reels belonging to other manufacturers, suppliers, or reel programs should not be returned to Shawflex.

Questions or completed return requests should be sent to:

reelreturn@mattr.com

1 HOW TO REQUEST A REEL RETURN

I	**Complete the request form**: Complete the Reel Return Authorization Request Form before shipping reels.
II	**Email the request** - Email the completed request form to reelreturn@mattr.com.
III	**Receive the RMA** - Shawflex will assign an RMA number for each shipment and return the completed authorization to the requester.
IV	**Prepare shipment documents** - Attach the RMA and list of reels to the shipment documents and provide a copy to the carrier.
V	**Ship prepaid** - Ship prepaid to the correct regional return location. Credits are issued only after receipt, identification, and acceptable inspection.

Customer requirements for credit eligibility

Required before shipment	Required condition at receipt
• Valid Shawflex RMA number • Reel number, size, quantity, and return condition • Packing list and bill of lading • Customer reference / PO / order number when available • Customer-prepaid freight unless otherwise approved in writing	• Empty reels only • Reusable or repairable condition • Free of nails, protrusions, loose parts, contamination, and unsafe handling conditions • Loaded on the flange/flat where practical to maximize • trailer utilization • Legible identification and no unauthorized modifications • Returned within the eligible return window

Credit timing - Credits are issued only after the reel is received, matched to the RMA, identified, and inspected.

2 TERMS AND CONDITIONS

Term	Condition
Return authorization	A Shawflex RMA is required before reels are shipped. Reels received without a completed form and RMA number may be refused and will not be credited.
Return window	Reel return eligibility is limited to 2 years from the original shipment date. Reels older than 2 years will not be accepted and are not eligible for credit.
Returnable reels only	Only reels listed in the Shawflex returnable reel schedule are eligible for credit. All other reels are non-returnable unless Shawflex approves otherwise in writing.
Credit basis	Eligible reels are credited after the reel is received, matched to the RMA, identified, and inspected. The current standard deduction is a 10% return fee on the eligible reel deposit value. Credits are issued to the customer's account, in the currency of the original invoice.
Freight responsibility	Return freight must be prepaid by the customer unless a separate pickup or freight arrangement is approved in writing by Shawflex.
Damage, scrap, and chargeback	Do not return reels that are completely damaged, unsafe, contaminated, broken beyond repair, or suitable only for scrap. Shawflex may deny credit and charge back the customer for scrap, disposal, handling, freight, repair, replacement, and administrative costs.
Non-compliant returns	Non-returnable, unidentified, late, contaminated, unsafe, or improperly documented reels may be rejected, returned at the customer's cost, partially credited or uncredited, or processed with applicable deductions.
Inspection evidence	Shawflex may use receiving records and inspection notes to support credit decisions and customer chargebacks.
Final determination	Shawflex reserves the right to make the final determination on reel condition, credit eligibility, and applicable deductions or chargebacks. Heavily damaged and scrap reels will not be credited. A customer may dispute a credit or chargeback decision by written notice to reelreturn@mattr.com within 30 days after Shawflex issues it; otherwise, the decision is final.

Customer acknowledgement - By returning reels under this policy, the customer agrees to this policy and acknowledges that the reel depot or supplier may inspect returned reels and that Shawflex will apply these eligibility terms when issuing credits, deductions, refusals, or chargebacks.

3 RETURN LOCATIONS

Region	Return address	Contact
Western Canada *British Columbia, Alberta, Saskatchewan*	J. Hamelin Industries c/o ProWest Shipping 21635 - 115th Avenue Edmonton, Alberta T5S 2N6	Gareth Smith gareths@prowestshipping.com cc: hamelincustomercare@jhamelin.com
Central Canada *Manitoba, Ontario*	J. Hamelin Industries 179 Baseline Road Bowmanville, ON L1C 3L4	Joanne Nelson jnelson@jhamelin.com cc: hamelincustomercare@jhamelin.com
Eastern Canada *Quebec, Atlantic Canada*	J. Hamelin St-Jerome 700-B boul. Roland-Godard St-Jerome, Quebec J7Y 4C5	Alexandre Desjardins Bedard adesjardins@jhamelin.com cc: hamelincustomercare@jhamelin.com

Important shipping note - Attach the RMA number and reel list to the paperwork. Reels should be loaded on their flange/flat where practical to maximize trailer utilization and reduce handling damage.

Reel condition guide for customer shipping decisions

Condition	Examples	Customer action	Credit outcome
Reusable	Empty, sound, safe to handle, clean, and identifiable.	Return with RMA.	Eligible for credit less 10% fee.
Repairable	Minor repair needed or repairable by the reel depot; components intact and not unsafe.	Return with RMA.	Credit may be reduced if repair costs apply.
Heavily damaged	Major repair needed or unsafe.	Do not ship unless Shawflex provides written authorization.	No credit.
Scrap / do not return	Completely damaged, contaminated, collapsed, unusable, or disposal-only, including rotten or warped flanges, damaged boards, compromised structure, damaged steel bushing or plate, or damaged starting/test hole.	Do not ship unless Shawflex authorizes it in writing.	No credit. Scrap, disposal, handling, and freight may be charged back.

4 REEL RETURN AUTHORIZATION REQUEST FORM

Email the completed request to reelreturn@mattr.com. The Return number / RMA is assigned by Shawflex.

Customer name		Customer number	
Request date		Return number / RMA	Assigned by Shawflex
Ship-from address		Customer reference / PO	
Contact name / phone		Contact email	
Carrier / trucking firm		Pro bill number	
Total reels returned		Requested return region	Western / Central / Eastern
Shipment date			

Reel details

Reel no.	Reel size	Quantity	Condition notes before shipment	Customer confirms not scrap?	Less than 2 years old?

Submission - Email completed request to reelreturn@mattr.com.

5 SHAWFLEX RETURNABLE REEL DEPOSIT SCHEDULE

Effective November 16, 2026. Reel dimensions are flange diameter x drum diameter x traverse. The current standard return fee is 10%, deducted from eligible deposit credit after inspection.

Number	Flange [in.]	Drum [in.]	Traverse [in.]	Deposit	Eligible credit less 10%	Scrap amount charge back*
99575-0004	45	28	21	$300.00	$270.00	$50.00
99575-0005	40	24	17	$300.00	$270.00	$50.00
99575-0009	58	32	28	$550.00	$495.00	$100.00
99575-0011	68	32	40	$970.00	$873.00	$100.00
99575-0020	68	32	28	$656.00	$590.40	$100.00
99575-0023	80	33	36	$1,150.00	$1,035.00	$150.00
99575-0040	84	42	33	$1,294.00	$1,164.60	$150.00
99575-0048	84	46	33	$1,419.00	$1,277.10	$150.00
99575-0050	102	50	50	$3,350.00	$3,015.00	$150.00
99575-0054	96	45	44	$1,950.00	$1,755.00	$150.00

Non-returnable reels - All other reels are non-returnable, and no deposit is charged unless Shawflex agrees otherwise in writing. If a reel number does not appear in the schedule above, the reel may be refused and returned at the customer's cost.

***Scrap amount charge back** - This is a fixed disposal fee per reel for reels that are considered heavily damaged or scrap but shipped to the depot or Shawflex without Shawflex's written authorization. Shawflex may also charge back reasonable freight and handling costs for that reel.

Environmental value of on-time reel returns



- Supports reuse: Returnable reels can be inspected, repaired where practical, and placed back into circulation.
- Reduces avoidable scrap: Timely returns help prevent reels from deteriorating, being lost, or becoming disposal-only material.
- Improves recycling outcomes: Reels that cannot be reused can be identified earlier and handled through the appropriate recycling or disposal channel.
- Lowers environmental impact: A closed-loop reel return process reduces waste, supports responsible packaging practices, and helps reduce the need for replacement reel materials.
- Protects customer credits: Returning eligible reels within the 2-year shipment-date window helps preserve credit eligibility and reduce chargeback risk.

6 CUSTOMER REEL RETURNS - SHAWFLEX GRADING GUIDELINES

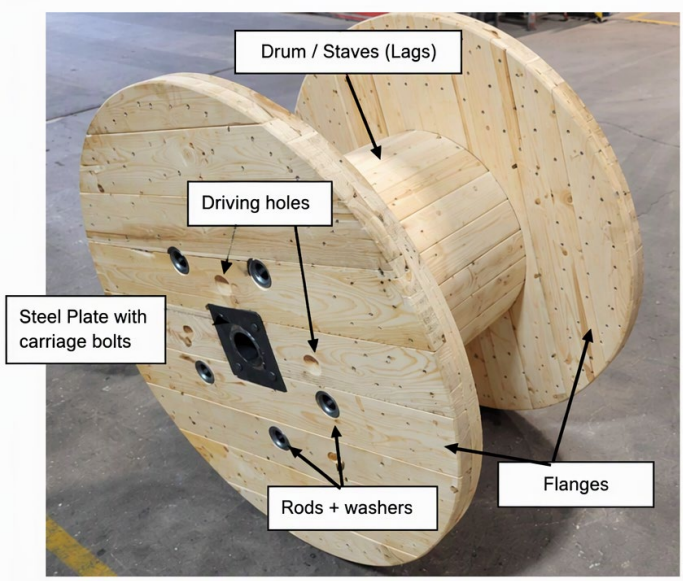
Objective: Help customers quickly assess whether a reel is scrap and should not be returned to the depot.

Decision rule - If any scrap condition below applies, classify the reel as SCRAP / DO NOT RETURN.

Reel must be considered scrap - DO NOT RETURN	Specific inspection thresholds
• Rotten flange or compromised structure. • Several broken or missing boards. • Warped or distorted flange beyond allowable limits. • Damage to arbor-hole reinforcement, including the steel bushing or steel plate. • Damaged starting hole / test hole.	• Broken/missing boards: more than 4 boards on sizes less than 96 inches. • Broken/missing boards: more than 1/3, or 30%, of the • flange on sizes 96 inches and up. • Distortion must be less than 1/2 inch on reel sizes from 20 inches to less than 68 inches. • Distortion must be less than 1 inch on reel sizes 68 inches and up. •

Visual reel component reference and examples of non-compliance

Reel components reference



Non-compliance: structural

Rotten flange



Damaged boards



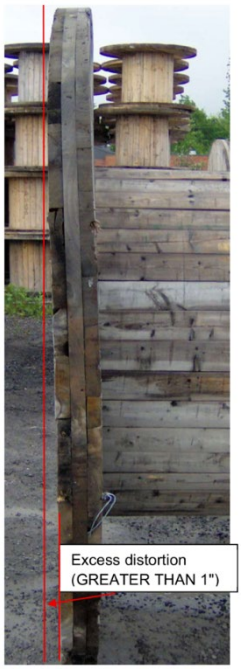
Compromised structure





Non-compliance: warped flange, bushing / plate condition

Warped flange



Compliant steel bushing

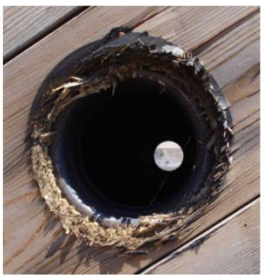


Damaged steel plate



Damaged steel bushing





Non-compliance: damaged starting / test / driving hole

Damaged starting hole (Test hole)





Reminder - When in doubt, do not ship the reel. Contact Shawflex for written authorization before returning a questionable reel.