



Boisbriand, January 1, 2019

TO ALL CUSTOMERS

Subject: BMI Material Return Policy

BMI always responds to its customer's specific needs and will supply product in less than INNER/MASTER quantity, if so required. However, in order to protect the integrity and quality of the product, BMI will not accept the return of any material other than for complete INNER/MASTER quantities and packaging.

Any returned product is subject to inspection and handling charges will apply. Any return must be approved beforehand and be accompanied by an RGA number.

Returned products must have been supplied by BMI, be in perfect condition and must be returned on a prepaid basis. We reserve the right to limit quantities based on current market demand.

Due to the cost of handling returns, BMI will no longer accept return requests below \$100.00.

We thank you for your understanding.

Best Regards,

Mike Lavoie
Vice President, Business development