

Equipment Return Procedures

Customer must return the Equipment to Hoover CS in a certified clean condition, or to an Approved Cleaner (a listing of which can be found at www.hooversolutions.com/resources). Hoover encourages the Customer to use an Approved Cleaner; by doing so Customer avoids the \$25.00 inspection fee, additional transportation expense and additional cleaning expense if the Equipment is not cleaned to Hoover's satisfaction.

Cleaning Procedures

1. Before returning any Equipment, Customer must contact Hoover to obtain a Rental Return Authorization Number (RRA#).
2. Upon issuance of the RRA, Hoover will assign an Approved Cleaner closest to the location of the Equipment and Customer shall issue a Purchase Order to assigned cleaner to have the Equipment cleaned. If Customer elects to use a cleaner outside of Hoover's approved list then Customer must notify Hoover in writing of the cleaner's identity and the Purchase Order number.
3. Equipment should be delivered clean of product (no heel) both internally and externally; complete with lid, valves, caps, plugs, and all other parts and components of the Equipment. All customer product labels and decals should be removed. Do not grind, buff, or sandblast the Equipment internally or externally.
4. Customer shall supply the cleaner with the following and direct that the cleaner provide Hoover the same: MSDS sheet for each container (for tanks and bins only), packaging list with serial numbers, RRA#, and PO#. Failure to provide such information may result in refusal of Equipment and return of Equipment to Customer at Customer's expense.
5. Approved Cleaners will ship the Equipment directly back to Hoover with a Certificate of Cleanliness for each piece of Equipment. If Customer elects to use a non-Approved Cleaner, Customer will be required to provide a Certificate of Cleanliness from the facility in which the tanks were cleaned for each piece of Equipment that is being returned. Such Certificate shall reflect (a) that the inside and outside of each piece of Equipment is thoroughly cleaned, (b) that the Equipment is properly drained, (c) that the Equipment is free of liquid or any other product upon return (d) that the valves are removed and also cleaned, (e) details the last three products carried in the Equipment, and (f) if the Equipment was dedicated for food grade products (i.e. consumable products), that the Equipment is fit for the carriage of cargoes intended for human consumption. Upon completion of the cleaning by a non-Approved Cleaner, Customer will ship the Equipment prepaid to Hoover or a Hoover Approved facility for inspection. Use of a non-Approved Cleaner will cause Customer to incur a \$25 per container inspection fee.

Effectiveness of Returns

Equipment must be shipped to Hoover or an Approved Cleaner prepaid. Hoover and Customer agree that information, or a lack of information, on a bill of lading shall not be considered an indication of condition of the Equipment, or its state of cleanliness.

For the purpose of this Contract, "in the same condition as at the beginning of the Rental Term, normal wear and tear excepted" means in a condition which complies with the guidelines of the International Tank Container Organization's (ITCO) Acceptable Container Condition ("ACC") or the International Convention for Safe Containers, as applicable. The following Items are considered normal wear and tear and will not be assessed to Customer if damaged or missing: (a) Drum Cover Gasket; (b) Fusible Cap Gasket; (c) Bung Cover Gasket; (d) Decal: Caution Vent Tank 3X11.5; (e) Decal: LIQUITOTE 6.5X20.75; (f) Decal: No Forks 3-5/8X18; (g) Decal: Caution Do Not Pressurize Container 5.5X8; (h) Decal: USA Flag; (i) Decal: Valve Open-Close 3-5/8X6. Corrosion, pitting, scratches, or etching on interior of the Equipment will not be considered age related deterioration and Customer will be liable thereof.

Tread depth on chassis tires will be noted at the commencement of the Rental Term. Any tread wear of less than 3/32 inch per year will be considered wear and tear. Excess tread wear, all cuts, penetrations or gouges which expose any breaker ply or body ply or cause tires to be flat, abnormal wear producing a tread variance between adjacent spots on the tire equal to 3/32 inch or more, blown-out tires, missing tires, run flat tires, mismatched tires, flat spots, tread separations caused by cuts or under inflation, retreads, or improperly repaired tires will be considered damage.

If Hoover or an Approved Cleaner determines, in its sole discretion, that Equipment is damaged or has any missing parts, is in need of certification, or must be re-cleaned, Customer will pay Hoover for all costs and expenses associated therewith. Hoover will issue a repair invoice to Customer, listing any necessary repair, cleaning, inspection, or certification. Customer, or its agent, shall have the opportunity to inspect the Equipment provided a request for such inspection is received by Hoover within fifteen (15) days after the date of the invoice. Barring such request, Hoover will proceed to repair, re-clean, inspect, or certify the Equipment, as necessary, and Customer shall pay Hoover the amount indicated within thirty (30) days of Customer's receipt of the invoice.