How to Return Your Chemours Cylinder

Cylinder Return Process

1. Complete online Bill of Lading (BOL) at http://chemours-site.force.com/BOL. The request will be transmitted to Customer Service and Logistics. A confirmation email will be generated to the address provided.

2. Return will be processed by Customer Service within 2 business days. The Chemours Logistics Team will receive the request from Customer Service for carrier scheduling.

3. Chemours Logistics Team will email confirmation of:
   - Return Authorization (RA) Number
   - Carrier Name and Pickup Date
   - Bill of Lading (Attachment)

4. Empties: Attach Empty Cylinder Return tag to each pallet, ton, or half-ton container.
   - Leakers/Return for Inspection: Attach Return for Inspection tag to each container.
   - RA number must be written on all tags.

5. Shipping Requirements:
   - 125 lb cylinders: Refer to graphic below.
   - Half-ton cylinders: Ship upright.
   - Ton cylinders: Ship horizontally with the valve protection cover on.

6. Provide Bill of Lading to the Carrier at pickup. Attach an additional BOL copy to the shipment as the packing list.

ACCEPTABLE RETURNS

Fast and Accurate Credit
- Maximum containers per pallet:
  - Empty/Return for Inspection (Damaged)
    - 12 cylinders horizontally
  - Full Product
    - Flammable material: 16 cylinders vertically
    - Refrigerant: 8 cylinders horizontally
  - All
    - Evenly stacked and banded front and back
    - Valves closed and covers in place
    - Scallop separators used to secure cylinders in place

UNACCEPTABLE RETURNS

Unsafe; Slower Credit Due to Disputes
- More than 3-High, Unevenly Stacked
- Triangle Stacked
- No Valve Cover
- Loose Cylinders Stacked Staying Upright

To start a full product return, contact Chemours Customer Service, customerservice.fcreturns@chemours.com

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