

GENERAL INFORMATION



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 XPS pipe covering may be returned for credit. We cannot allow credit for any pipe cover with factory applied jacketing.
3. No fittings, vessel covers or specialty heads will be accepted for return as these are custom made.
4. No Trymer materials, including boards, will be accepted for return because this product can be dimensionally unstable after it is fabricated. Go to 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.