



## Key Steps for Returning Refrigerant Containers & Materials

NOTE: Return Authorization (RA) Number must be included on all forms and tags

Empties Return for Deposit	Defective Containers Leakers/Damaged Cylinders	Full Product Overstock or Excess Inventory	Recovered Refrigerant For Reclaim
<ol style="list-style-type: none"> <li>1. Complete the RA* form and the BOL for empty cylinder returns, email them to <a href="mailto:FCReturns-CSR@usa.dupont.com">FCReturns-CSR@usa.dupont.com</a> or fax to 302-355-4167 to initiate the return process.</li> <li>2. Within 2 business days TONA will call the shipper and provide the RA#, carrier name and any other required details.</li> <li>3. Enter the RA# and Pro# on the RA form and the BOL..</li> <li>4. Tag each pallet, ton or ½ ton with appropriate Empty Cylinder Return tag (H-43891)– write RA # on tag.</li> <li>5. Ship to DuPont. Attach copy of RA form and BOL to shipment as packing list and give copy of both forms to carrier.</li> </ol> <p>*RA – Return Authorization</p>	<ol style="list-style-type: none"> <li>1. Complete the RA* form and the BOL for empty cylinder returns, email them to <a href="mailto:FCReturns-CSR@usa.dupont.com">FCReturns-CSR@usa.dupont.com</a> or fax to 302-355-4167 to initiate the return process.</li> <li>2. Within 2 business days TONA will call the shipper and provide the RA#, carrier name and any other required details.</li> <li>3. Enter the RA# and Pro# on the RA form and the BOL..</li> <li>4. Tag each pallet, ton or ½ ton with appropriate Empty Cylinder Return tag (H-43896)– write RA # on tag.</li> <li>5. Ship to DuPont. Attach copy of RA form and BOL to shipment as packing list and give copy of both forms to carrier.</li> </ol>	<ol style="list-style-type: none"> <li>1. Call DuPont Customer Service Representative (CSR) to obtain approval for the return.</li> <li>2. After the return has been approved, the CSR will call with the RA# and instructions on how to return the shipment, e.g., Freight Prepaid or Collect.</li> <li>3. Complete the RA form and the BOL for full product returns. Check appropriate box on the BOL form Freight box (top right).</li> <li>4. If shipping Freight Collect, TONA will call and provide the RA#, carrier name and any other required details</li> <li>5. Ship to DuPont. Attach copy of RA and BOL to shipment as packing list. Give copy of both forms to the carrier.</li> </ol>	<ol style="list-style-type: none"> <li>1. Complete BOL               <ol style="list-style-type: none"> <li>a. On-line at <a href="http://refrigerants.dupont.com/manage22">refrigerants.dupont.com/manage22</a> (select “Submit by Email”, add your company name at end of Subject line, select “send”, select “print” and make 2 copies)</li> <li>b. Call 877-662-4322: provide details of return to reclaim representative.</li> </ol> </li> <li>2. Within 2 business days TONA will contact you with RA# and return carrier information. Write in RA# on BOL.</li> <li>3. A return packet including completed refrigerant I.D. tags, labels, and MSDS will be sent to you via express mail.</li> <li>4. Tag each cylinder with refrigerant I.D. tag. Band, brace, and shrink-wrap, following proper return procedures (SEE H-76332-2).</li> <li>5. Distribute BOL: (1) attach copy of BOL to shipment as packing list, (2) give copy to carrier, and (3) retain copy for your records.</li> <li>6. Ship using the TONA assigned carrier to authorized reclaim return location.</li> </ol> <p>NOTE: Do <b>NOT</b> Combine Recovered Refrigerant returns with Empty, Defective or Full Product Returns.</p>

### Empty Cylinder Returns

- Minimum empty cylinder return requirements include either 12 empty 125-lb. and/or one empty half-ton cylinder.
- Palletize horizontally for a maximum of 12 cylinders (96-lb. and 125-lb.) per pallet. Use scalloped separators for 3 layers of 4 cylinders each. Double-band the cylinders to the pallet at both the front and the rear of each pallet.
- Specialty containers e.g., 10 or 24-lb. water capacity, should be consolidated and returned on a separate pallet - no minimum requirement per pallet. These should be shipped with other return containers.
- Half-tons must be shipped upright, and ton tanks must be shipped horizontally with valve protection cover in place, parallel to the end of the truck using required blocking and bracing practices as outlined in DOT 49CFR, Part 177. **Assure valves are closed.**
- **Empty Cylinders Return for Deposit Policy details can be found in the customer-only area of our website at [www.refrigerants.dupont.com](http://www.refrigerants.dupont.com). Acceptable shipments must contain less than 25% non-DuPont cylinders.**

### Defective (Leakers/Damaged) and Full Product Returns

- Flammable material (Dymel® A, Dymel® 152A, and Formacel® Z-2) must be palletized and banded vertically for a maximum of 16 cylinders (70-lb. and 95-lb.) per pallet. Use scalloped separators to secure cylinders in vertical position. Consolidate and ship with return containers. If cylinder is totally empty, it's acceptable to ship horizontally (see guidelines above).

### Recovered Refrigerant Returns

- Minimum return requirements for DuPont to pay freight include 800 lbs. gross recovered refrigerant returned.

## Key Steps for Returning Refrigerant Containers & Materials (Cont'd.)

**DuPont Authorized Return Sites:**

<p><b>Returns for All States and Products, Except as Noted:</b>          DuPont Fluoroproducts          c/o Louisville Packaging          7745 National Turnpike, Unit 190          Louisville, KY 40214          Phone: 502-363-8000          Fax: 502-363-8010</p>	<p><b>Returns from NM, TX, OK, AR &amp; LA Only (All Products, Except as Noted):</b>          DuPont Fluoroproducts          c/o Franke Filling, Inc.          5960 Tension Drive          Fort Worth, TX 76112          Phone: 817-457-5755          Fax: 817-457-8527</p>	<p><b>Dymel A , Dymel 152a, Formacel Z-2 Only:</b>          DuPont Fluoroproducts          c/o Aeropres          773 North Main          Sibley, Louisiana 71073</p>	<p><b>Recovered Refrigerants Only:</b>          DuPont Company          c/o Hudson Technologies, Inc.          3402 North Mattis          Champaign, IL 61821          Fax: 217-373-1432</p>
<p><b>Tons/Half-Tons from Gulf Coast Only:</b>          DuPont Fluoroproducts          c/o Jacobson Lprt WH          11505 Highway 225          LaPorte, TX 77571          Phone: 281-471-5151          Fax: 281-867-1005</p>	<p><b>Tons: Zyron® 8020, Zyron® 23 &amp; Formacel® Z-8 Only :</b>          DuPont Fluoroproducts          Chambers Works          Route 130, Bldg. K-28          Deepwater, NJ 08023</p>	<p><b>FM-200 Only:</b>          DuPont Fluoroproducts          South Plant          Highway South - 322 Southfield          Cutoff          El Dorado, AR 71730</p>	

**NOTE: Contact TONA @ 800-554-8662 with any carrier-related questions once you are given an RA#.**