

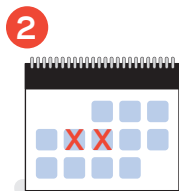
# How to Return Your Chemours Cylinder

## Cylinder Return Process

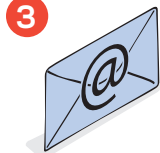
**1** Complete online Bill of Lading (BOL) at <http://chemours-site.force.com/BOL>. The request will be transmitted to Customer Service and Logistics. A confirmation email will be generated to the address provided.



**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.

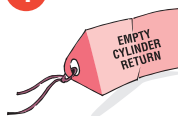


**3** Chemours Logistics Team will email confirmation of:



- 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.

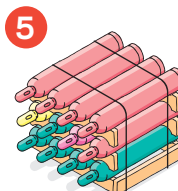


**Leakers/Return for Inspection:** Attach Return for Inspection tag to each container.

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)

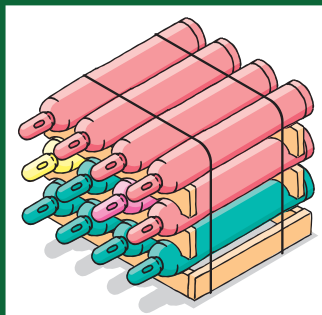
- 12 cylinders horizontally

#### Full Product

- Flammable material: 16 cylinders vertically
- Refrigerant: 8 cylinders horizontally

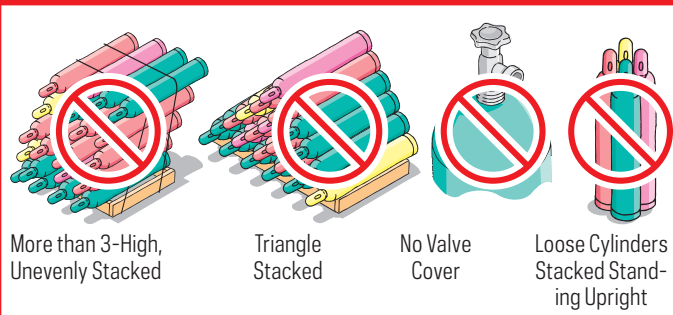
#### All

- 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 Stand-  
ing Upright

To start a full product return, contact Chemours Customer Service, [customerservice.fcreturns@chemours.com](mailto:customerservice.fcreturns@chemours.com)

