



3100 Lees Lane | Mobile, AL 36693
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www.americanweatherstar.com

American WeatherStar Material Return Program

This program is to assist AWS Contractors in rare instances when too much material is ordered for a project. We certainly realize it can be very frustrating when material is left-over due to incorrect measurements or the facility owner pared back the project. The problem from the supply side is that reselling this material can be challenging. We must ensure the quality in the container is the same as it was when we shipped it the first time. All roof coatings chemistries have a shelf life and some are as short as six months from the time of manufacturing. Also, the pails and labeling must be in good condition.

In order to return any material:

- American WeatherStar must be notified within 30 days from receipt of material.
 - Material must have been stored in a dry climate. If stored on a roof for more than a week this material cannot be returned as the harsh climate of a roof make it very difficult to resell. Best practices in storing material while on a project include keeping a light-colored tarp over the material if the containers cannot be kept inside. Pails and labels must be in good condition for resell.
 - Email completed Return Authorization Request Form with the following information to operations@weatherstar.net:
 - Approved Contractor information
 - Project associated with this material
 - Reason for returning material
 - All batch #'s. Look at each container as there may be different batches.
 - Quantity and container sizes of each
 - Invoice number associated with material
 - Pictures of all material to be returned
 - If return is authorized, American WeatherStar will assist in setting up freight, to be paid by the contractor, back to our warehouse.
 - A final determination will be made as to whether material can be sold once received at American WeatherStar's warehouse.
 - A credit will be issued to the contractor less the cost of freight on all material that is approved resalable.
- *Returns on spray foam, single-ply, and equipment are subject to manufacturers return policy. Please call for details.**

If you have any questions please do not hesitate to call or email with questions.

Thank you,

Katie Lott



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Return Authorization Request Form

Date: _____

AWS Approved Contractor: _____

Email: _____ Phone: _____

Project Name: _____

Project Address: _____

Roof Type: _____

Roof Size: _____

Coverage Rate: _____

Reasons for Returning Material: _____

Product: _____

Batch Number(s): _____

Quantity: _____

Container Sizes: _____

PLEASE SEND TO OPERATIONS@WEATHERSTAR.NET