



## Material Return Program

This program is meant to assist American WeatherStar Approved Contractors in rare instances in which excess material is ordered for a project. It can be very frustrating when material is left over due to reasons such as incorrect measurements or facility owners paring back the project. Reselling this material is challenging for suppliers, as the quality in the container must be the same as it was when initially shipped.

In order to return any material, contractors must notify American WeatherStar within 30 days from receipt of material. Material must have been stored in a dry climate—if stored on a roof for more than one week, the material cannot be returned as it will be difficult to resell. Pails and labels must also be in good condition in order to resell.

Email a completed Return Authorization Request form to [operations@weatherstar.net](mailto:operations@weatherstar.net) with the following information:

- Approved Contractor information
- Project associated with this material
- Reason for returning material
- Batch numbers (be sure to check each container for different batches)
- Quantity and size of containers
- Invoice number associated with material
- Photos of all material to be returned

If the return is authorized, American WeatherStar will assist in setting up freight back to our warehouse (to be paid by the contractor). A final determination as to if material can be resold will be made once material is received by American WeatherStar. Credit will be issued to the contractor less the cost of freight on all material that is approved as resalable. Returns on spray foam, single-ply, and equipment are subject to manufacturer return policy. Please call for details.

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

Thank you,

**Katie Lott**

Operations Manager

[klott@weatherstar.net](mailto:klott@weatherstar.net)

(800) 771-6643



Material Return Program

Date: \_\_\_\_\_

Approved Contractor/Company name: \_\_\_\_\_

Contact name: \_\_\_\_\_

Email: \_\_\_\_\_ Phone number: \_\_\_\_\_

Project name: \_\_\_\_\_

Project address: \_\_\_\_\_

Roof type: \_\_\_\_\_

Roof size: \_\_\_\_\_

Coverage rate: \_\_\_\_\_

Reason for returning material: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Product: \_\_\_\_\_

Batch number(s): \_\_\_\_\_

Quantity: \_\_\_\_\_

Container sizes: \_\_\_\_\_

**PLEASE SEND TO OPERATIONS@WEATHERSTAR.NET.**