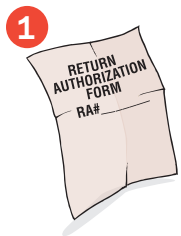# How to Return Your Chemours Cylinder
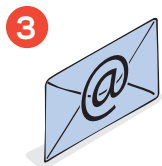
Cylinder Return Process

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.
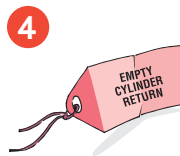
2 Return will be processed by Customer Service within 2 business days. The Chemours Logistics Team will receive the request from Customer Service for carrier scheduling.

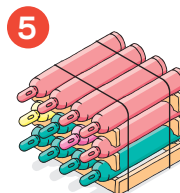**3** Chemours Logistics Team will email confirmation of:
- Return Authorization (RA) Number
- Carrier Name and Pickup Date
- Bill of Lading (Attachment)

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

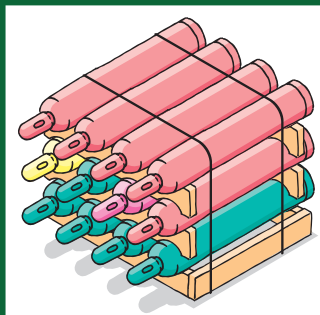**Maximum containers per pallet:**

Empty/Return for Inspection (Damaged)
- 12 cylinders horizontally

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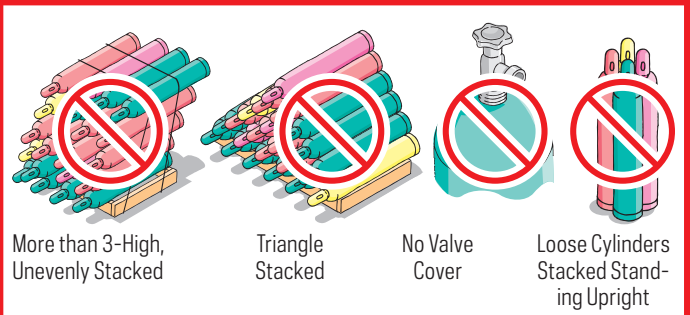- Refrigerant: 8 cylinders horizontally

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 Standing Upright

To start a full product return, contact Chemours Customer Service, customerservice.fcreturns@chemours.com

Chemours™