

## RETURNS POLICY

Thank you for choosing Cooke Trucking Company, Inc. as your furniture carrier. In the past we have had a few difficulties in arranging for the pick up of returns. We will be implementing the following policy in hopes of making the process easier for the customer as well as expediting the return of your freight.

1. Upon receiving a copy of the RA from the manufacturer, please ready the freight for pick up.
2. All freight must be picked up at the original delivery address.
3. Cooke will not pick up any returns if we were not the original carrier of that freight.
4. All freight must be properly packaged. Any freight that is not properly packaged will not be picked up for return.
5. Cooke will only allow for four feet of return space on each trailer. Anything over that four feet must be returned on the next available trailer.
6. Cooke will not be responsible for any damages, due to the freight being backhauled with produce and other temperature controlled loads.
7. Once the freight is ready for pick up, please fax a copy of that return to the attention of "Returns Dept." at 336-789-7132. Cooke **will not** attempt pick up of an item until we are notified by the customer, via phone, fax or email that the item is ready for pick up.
8. We will then put the return on a list to be picked up by our driver. If you happen to get a delivery and the driver does not have the paperwork with him, please call the "Returns Dept" at 336-786-5181, to arrange to have the freight picked up that day.
9. The freight will then be returned to the manufacturer which is designated on the bill of lading.

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If you should have any problems or questions, please call our Returns Department at 336-786-5181.

Thank You,

David Smith  
Vice President  
Cooke Trucking Company, Inc.