

CI-FSS-051 EMERGENCY/EXPEDITED DELIVERY TIMES (AUG 1997)

A. In the case of an Exigency, ordering activities may require 24-hour access or delivery. The offeror is requested to annotate on the offer or by a separate attachment a willingness to provide this service and identify any additional cost associated with such request.

B. AbilityOne (formerly JWOD) (NIB/NISH) RETURN POLICY (Applicable to all AbilityOne (formerly JWOD) (NIB/NISH) distributors)

1. The AbilityOne (formerly JWOD) Program stands behind the quality of its products and will replace or credit authorized AbilityOne (formerly JWOD) distributors 100% of the purchase price for any merchandise that is defective upon receipt by the vendor and/or its carrier.

(a) In such cases, the distributor should contact the AbilityOne (formerly JWOD) Program for instructions on whether to dispose of or return the defective product to the manufacturing agency.

(b) NIB and NISH must be notified of damaged product(s) within 48 hours of receipt of product by the vendor.

(c) Any defective merchandise must be identified and returned within one year of receipt.

2. In the case of damaged merchandise that was shipped FOB Destination, the distributor should contact the AbilityOne (formerly JWOD) Program for instructions on handling the damaged goods.

(a) Damaged goods must be identified in writing within five (5) days of signing the bill of lading and damage should be noted on the bill of landing before the receiving personnel sign for the shipment.

(b) For damaged merchandise that was shipped FOB Origin (using the distributor's freight carriers), the distributor must file a claim with the freight carrier.

3. In addition to the above, the AbilityOne (formerly JWOD) Program allows returns on a limited basis for products that are not damaged or defective but unsold by wholesale or commercial distributors (see attached AbilityOne (formerly JWOD) Return Policy effective May 1, 2003 [Enclosure 4].)