

Instructions for arranging for empty product cylinder returns.

When your Airgas Refrigerants, Inc. returnable cylinders are empty and ready for return to Airgas Refrigerants please follow the instructions below to ensure proper crediting to your account.

For standard returnable cylinders (sizes—70 to 150 lbs.):

- 1) Please call our toll free number, 800-473-3766 to place your pick up order for the return of your empty returnable cylinders.
- 2) Please have the following information available before placing your call for pick up.
 - a. How many empty cylinders do you have to return
 - b. What refrigerant type empty cylinder are you returning, i.e. R404A (100)
 - c. Where are the empties located (complete address)
 - d. Contact name, telephone and fax number(s) of the responsible person at the location that empties are located for pick up
 - e. If applicable purchase order (PO) or release number for your reference

Our customer service representative will arrange pick up of the empty cylinder via common carrier.

IMPORTANT

Palletizing Cylinders: The Department of Transportation (DOT) requires that cylinders are secure in the vehicle during transit and therefore it is mandatory that cylinders are prepared for shipment by following these steps:

- All cylinders must be on a pallet for transportation (horizontally stacked)
- All cylinders must be secured to the pallet with either shrink wrap or metal bands
- Pallets can not have more than 12 cylinders

For ½ tons (1,000 lb.) and ton cylinders:

- 1) Please call our toll free number, 800-473-3766 to place your pick up order for the return of your empty returnable cylinders.
- 2) Please have the following information available before placing your call for pick up.
 - a. How many empty cylinders do you have to return
 - b. What refrigerant type empty cylinder are you returning, i.e. R22 (1000)
 - c. The refrigerant manufacturer name listed on the shipping label affixed to each ½ ton or ton available for return

- d. The cylinder deposit value listed on either the shipping label or deposit label
- e. Where are the empties located (complete address)
- f. Contact name, telephone and fax number(s) of the responsible person at the location that empties are located for pick up
- g. If applicable purchase order (PO) or release number for your reference

Our customer service representative will arrange pick up of the empty cylinders via common carrier, and will fax a completed bill of lading to the pick up location prior to pick up.

Please allow 5-7 business days after pick up of empty cylinders to process credit for the return.

04-05-10
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