



DuPont Professional Products
4417 Lancaster Pike
Chestnut Run Plaza 705
Wilmington, DE 19880-0705

October 17, 2011

Instructions for DuPont™ Imprelis® Product Return and Refund Program for Turf Management Product Distributors

Below you will find a list of instructions for returning to DuPont all Imprelis® remaining in your and your customers' inventory. If you have questions, please contact our Customer Service Center at 1-800-342-5247 (prompt 99). Thank you for your cooperation in completing the following required steps. We greatly appreciate your help and understanding as we work to resolve this issue.

1. Please identify or develop a list of everyone to whom you sold Imprelis® and make sure you have a record of the quantity and pack size of the Imprelis® you sold to them.
2. Contact everyone on the list within five business days.
3. Either arrange to pick up all full and partially full bottles of Imprelis® from each customer, or have your customers return the bottles to your warehouse.
4. Inform your customers that they will need to return all Imprelis® remaining in their possession to you within 10 business days of your notifying them in order to receive a credit or refund.
5. Call the DuPont Customer Service Center to place a return order for the remaining Imprelis® you have in your own inventory and for the product you receive from your customers within five days of receiving the product.
6. When you receive Imprelis® from a customer, please document the following:
 - a. Name of the customer
 - b. Address, including city and state, of the customer
 - c. The date the Imprelis® was returned to you.
 - d. The pack sizes and lot numbers
 - e. The quantity
7. Document this information in either your distributor proprietary system or an excel spreadsheet. If you use the distributor system, you will need to provide an extract of the documentation to DuPont.
8. If you do not receive a response from a customer within 10 business days, please follow up with them to determine if they have product.
9. Please issue refunds or credits, depending upon your policy, to your customers for the quantity of the Imprelis® returned.

Again, we thank you for all of your help, cooperation and understanding. If you have any questions or concerns, please do not hesitate to call us.