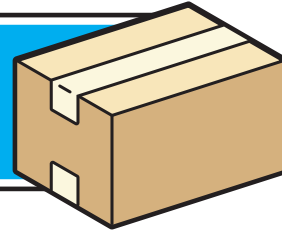


DOW RECEIVING BEST PRACTICES

HIDDEN DAMAGE

Hidden Damage — No visible damage to the outer packaging, but damage (i.e. cracked screen/bent frame) is discovered once a carton is opened.

Inspect all products within
72 hours of receipt.



Product confirmed
not damaged.

NO ACTION NEEDED.

Product confirmed
damaged.

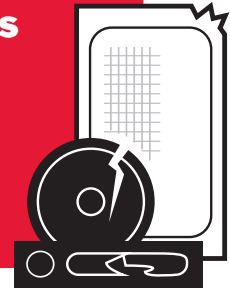


**TV Panel
DAMAGED**
— cracked
screen.

Retain original product box!

**Other Products
(excluding TVs)
DAMAGED.**

Retain original
product box!



**Notify the DOW RA Department
of DAMAGE.**

Include necessary details:

- Customer bill of sale — if DOW sale date is past 14 days

Submit required photos of damage:

- Front of box
- Back of box
- Sides of box
- TV powered on
- TV powered off
- Close up of damage
- Label on back of TV showing the Serial Number
- Repackaged TV — back, side and top of box

**Notify the DOW RA
Department of DAMAGE.**

Include necessary details:

- Customer bill of sale — if DOW sale date is past 14 days

Submit required photos of damage:

- Front of box
- Back of box
- Sides of box
- Close up of damage

DOW Technologies RA Department
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