

Hello,

Thank you for informing us about your item(s) needing to be discontinued.

We have a new discontinue process available for you to discontinue your items from our IX-ONE Exchange using the steps below.

Steps:

- 1) Log into the exchange
- 2) Search for item using the UPC12, SNL#, or using a filter from file excel sheet.
- 3) Click on the blue discontinue button for the item you wish to mark discontinued.
- 4) Acknowledge the notifications on the pop-up window
- 5) Click submit.

Your items are now discontinued and will be removed ***immediately*** from the IXONE Exchange.

If your item needs to be reinstated, it will need to be recaptured in accordance with our policies. Standard capture fees will apply.

Please note products discontinued less than 30 days prior to your account's renewal date will still be billed at the time of renewal.

If you accidentally discontinued the wrong item, please reach out to us and we will assist you.